

Tele2 Business Selfcare User Manual



TELE2
Business

**Makes
Work
Work**

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1 Introduction

Welcome to Tele2 Business Selfcare! With this tool you can in an easy and effective way manage and view your company's mobile, fixed and data services from one, common user-friendly interface.

This user manual describes in detail how to use the different functions in Selfcare. Please start by checking section 2 in the manual describing the common functionality that applies to many parts in Selfcare. Which of all the functions in Selfcare that you are able to use, depend on the permission you have been assigned by your company.

Tele2 Business Selfcare enables you, for example, to view and manage your installed base, to review your company's invoices, place orders and view status, make service requests, report incidents and to follow their progress. You can also gather subscriptions and accounts into groups. This provides order and structure for your business data as you can sort and organize the data according to your needs, for example per business unit or per cost center.

This manual is meant to be self-instructional, but if you encounter any problems please contact Tele2 customer service. Also, don't forget to check the instructional video clips.

Welcome to Tele2 Business Selfcare!

Sincerely yours,

Tele2 Business

2

Common functionality

- 2.1 Filtering
- 2.2 Acting on multiple items in bulk
- 2.3 Breadcrumbs
- 2.4 Success, info and error messages
- 2.5 Add shortcut, view in excel and help icon
- 2.6 Number of results per page
- 2.7 Paging links
- 2.8 Sorting the table results
- 2.9 Quick search

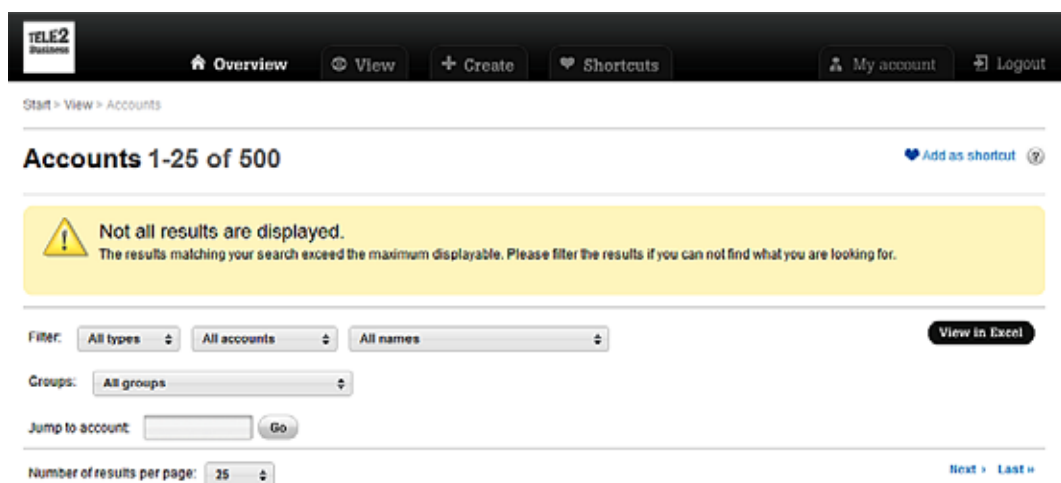
2 Common functionality

This section describes common pieces of functionality that appear throughout the Selfcare application. Other sections of this manual will describe only the specific configuration of the functionality on each page.

2.1 Filtering

Many pages have a filter module that goes with a table of data in the page. In most cases, these filters are quite straightforward and will contain all of the options in the table. Selecting an option from one of these dropdowns will filter the table to show only the items (accounts, subscriptions, etc.) that match the selection. An example of this type of filter is the Accounts filter available on the subscription list.

The system also supports filtering on groups. (See the [Groups](#) section for more information on what groups are.) Since an item (account or subscription only) can belong to more than one group, a simple filter like the one described above may not allow you to find the information that you are looking for. Therefore the application allows you to filter on multiple groups. The group dropdown contains the list of all groups.



When you choose a group from the dropdown the group will be displayed next to the group filter. The system will also display a *Filter current result* checkbox, which is unchecked by default.

If you leave the *Filter current result* checkbox unchecked and select a new group from the filter, the system replaces the previous group filter with the new group filter.

If you check the *Filter current result* checkbox and then select a new group from the filter, the system filters for items that match all groups filter criteria.

If you want to remove one of the group filter criteria, click the delete button (x) next to the filter you want to remove.

Filter: All types ▾ All accounts ▾ All names ▾

Groups: All groups ▾

Filter current results ☐

PM Business:Product Managem ✕

Jump to account: Go

2.2 Acting on multiple items in bulk

There are many places in the application where you can act on multiple items in bulk. These items include lists of accounts, subscriptions, connections and invoices. This section describes the common functionality for selecting and acting on multiple items. Other sections of this manual will list the individual actions that are available on those pages.

On pages where multiple items can be selected for bulk handling there will be a column of checkboxes in the table for selecting items. In addition there will be a toolbar at the bottom of the window that floats over the page (it always shows at the bottom as you resize or scroll on the page). The toolbar will appear as soon as you select a checkbox

The screenshot shows a web interface for managing subscriptions. At the top, there are filters for 'All types', 'All accounts', and 'All price plans', along with a 'View in Excel' button. Below the filters, there are options for 'Groups' (All groups) and a 'Jump to subscription' field with a 'Go' button. A 'Number of results per page' dropdown is set to 25, with 'Next' and 'Last' links. The main table has columns: Type, ID, Name, Account name, Groups, Price plan, Actions, and Details. The first two rows are selected, indicated by green checkmarks in the first column. The bottom of the table shows a toolbar with '2 subscriptions selected' and a 'Choose action...' dropdown menu.

Type	ID	Name	Account name	Groups	Price plan	Actions	Details
☒	011123740	TELE2 SVERIGE AKTIEBOLAG	TELE2 SVERIGE AKTIEBOLAG	Depart2_COS52, Depart_COS51	Standard Foretag	Choose action... View	
☒	0141219230	TELE2 AB WINBACK ANGER	TELE2 AB WINBACK ANGER			Choose action... View	
☐	015531080	TELE2 AB WINBACK ANGER	TELE2 AB WINBACK ANGER			Choose action... View	
☐	015512555	TELE2 AB WINBACK ANGER	TELE2 AB WINBACK ANGER			Choose action... View	
☐	016344344	TELE2 AB WINBACK ANGER	TELE2 AB WINBACK ANGER			Choose action... View	
☐	016423315	TELE2 SVERIGE AKTIEBOLAG	TELE2 SVERIGE AKTIEBOLAG			Choose action... View	
☐	0165429530	TELE2 SVERIGE AKTIEBOLAG	TELE2 SVERIGE AKTIEBOLAG	Depart2_COS92, Depart_COS51	Standard Foretag	Choose action... View	
☐	018152739	TELE2 SVERIGE AKTIEBOLAG	TELE2 SVERIGE AKTIEBOLAG		Tele2 business large	Choose action... View	
☐	018301526	TELE2 SVERIGE AKTIEBOLAG	TELE2 SVERIGE AKTIEBOLAG			Choose action... View	

2 subscriptions selected Choose action... View

The toolbar contains:

- Counter that shows how many checkboxes you have selected
 - If you select the checkbox far left in the header to select all, the counter will show the total number of items in the filtered result
- Choose action* dropdown shows all options that can be performed in bulk
 - Each section of this manual will list the options in the *Choose action* dropdown on the pages described

There are two ways to select items for bulk actions;

1. Select specific items
 - a. Use the checkboxes on individual items. When you choose an action from the *Choose action* dropdown, the action will be performed on those items
 - i. Note that you can only individually select items from one page. It is not possible to select checkboxes in one page and then change to the next page and select more checkboxes there. If you change the page, the selected checkboxes in the first page are de-selected
2. Select all items
 - a. Select the checkbox far left in the table header. When you choose an action from the *Choose action* dropdown, the action will be performed on all items across all pages
 - i. All checkboxes are automatically selected and you cannot de-select anyone

When the bulk action is to create an order, change, service request or incident the selected items are populated as the *Affected ID*.

1. If 20 or fewer subscriptions are selected, all are shown on the order page
2. If 21 or more subscriptions are selected, they are shown as ellipsis (...)

2.3 Breadcrumbs

All pages of the application (except the dashboard) have breadcrumbs. The breadcrumbs are of the following format:

Start > View subscriptions > 12345

Where:

1. *Start* is a link to the dashboard
2. *View subscriptions* is a link that leads to the same page as the menu item of the same name
3. *12345* is the particular item you are working with

2.4 Success, info and error messages

Throughout the application you will get success, information and error messages. Messages are typically displayed at the top of the page or module, depending on the context of the error.

Sample success message:

 **Your order has been submitted**

Sample informational message:

 **You have no reports to display for this subscription**

Sample error message:

 **We are experiencing problems with our system..**

When filling in a form, for example when creating an order, the system will display messages in a way that will help you understand exactly which fields were problematic.

Start > Create Complaint

ERROR MESSAGE: Lorem ipsum explanation...
Lorem ipsum explanation...
Lorem ipsum explanation...

Create complaint (Status: New) [Add as a shortcut](#)

Service information	General information
Select product	Complaint type: Lorem ipsum
Select service	Order date: 2011-02-01
Free text information Describe your complaint	Requested delivery date: 2011-03-01
Hello! I am having som problems with...	Creator name: Lorem ipsum explanation...
Attach a document Browse	Creator email: Lorem ipsum explanation...
	Contact name:
	Contact email: Lorem ipsum explanation...
	Customer internal case ID:
	Agreement number: 678
	Organisation number: 78978990078
	Account number: 2436
	Invoice number:

[Cancel](#) [Save as draft](#) [Submit complaint](#)

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When you submit a form in a box, and the form submission is successful, the box closes and the success message is displayed in the underlying page. However, if the form submission is not successful, for example if a field does not pass validation, the box remains open and the error message (and inline error messages) is displayed in the box.

2.5 Add shortcut, view in Excel and help icon

On several pages throughout the application following links will be displayed:

1. Add shortcut
 - a. See shortcuts section of the manual for further details on how this works
2. View in Excel
 - a. Click the button and you will be able to download the results in CSV format
3. Help icon
 - a. Click the “?” help icon to read a page-specific help text

2.6 Number of results per page

A dropdown makes is possible to choose how many results to display in each table.

2.7 Paging links

Paging links will be displayed if results returned exceed the max amount of rows specified for the table. This is how they work if you have selected for example 10 results per page:

1. Next
 - a. The next 10 results will be displayed
2. Last
 - a. The last 10 results will be displayed
3. First
 - a. The first 10 results will be displayed
4. Previous
 - a. The previous 10 results will be displayed

2.8 Sorting the table results

When an arrow is shown to the right of a table column name, you can choose how the results of that column should be sorted by clicking on it.

2.9 Quick search

Jumps to the specific account number in the list, if applicable.



3

User management

- 3.1 Create user
 - 3.2 View users
-

3 User management

3.1 Create user

When you select *Create* > *Create user* from the main menu, the system displays the following page:

Start > Create > Create user

Create new user

1. Details

* First name:

* Last name:

* Email:

Contact number:

* Role:

- ☐ Super User
- ☐ Organization administrator
- ☐ Telematic administrator
- ☐ Network administrator
- ☐ Network user
- ☐ Subscriber
- ☐ Custom

Next

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On this page you supply the user's information. All fields are mandatory except the contact number.

3.1.1 Select and customize a role

If you are a...	You can create...
Super user	All user roles
Organization administrator	Organization administrator Subscriber Custom
Telematic administrator	Telematic administrator Subscriber Custom
Network administrator	Network administrator Network user Custom
Network user	Network user Custom
Subscriber	Subscriber Custom
Custom	Custom

Once you have selected a role to start with, you can click *Next* to customize the role on the following page:

The screenshot shows the 'Create new user' interface. At the top, there's a navigation bar with 'Overview', 'View', 'Create', 'Shortcuts', 'My account', and 'Logout'. Below this, the breadcrumb 'Start > Create > Create user' is visible. The main heading is 'Create new user'. The current step is '2. Set permissions'. The role selected is 'Subscriber'. The permissions are listed in a table with columns for the action, 'ReadWrite', 'No access', and a help icon. The 'No access' column is currently selected for all permissions.

Action	ReadWrite	No access	Help
View invoices:	☒	☐	
View connections:	☐	☒	
Create orders/changes/service requests:	☐	☒	
Create incidents:	☐	☒	
View performance:	☐	☒	
Create site names:	☐	☒	
View disturbances:	☐	☒	
Manage Telematics:	☐	☒	
View files:	☐	☒	
View agreements:	☐	☒	
Manage groups:	☐	☒	
Manage users:	☐	☒	
Manage company profile:	☐	☒	
Can approve:	☐	☒	

Below the permissions table, there's a section for 'Billing account/subscription access' with three radio buttons: 'All', 'Choose' (selected), and 'None'. At the bottom, there are 'Cancel' and 'Create user' buttons.

At the very bottom of the page, there's a footer with the text: 'Choose a language: English | Svenska' and 'Copyright © 2010, TELE2 AB. All Rights Reserved'.

On this page you supply the following information:

1. Permissions

- a. By default the system will pre-populate the permissions based on the role selected on the previous page. The default selected permissions for each role are listed in the following table (N = no access, Y= Read/write, M = Mandatory – Read/write selected and cannot be changed). SU = Super user, OA = Organization administrator, TA = Telematic administrator, NA = Network administrator, NU = Network user, S = Subscriber, C = Custom

	SU	OA	TA	NA	NU	S	C
View invoices	M	Y	Y	Y	N	Y	N
View connections	M	N	N	Y	Y	N	N
Create orders/changes/service requests	M	Y	Y	Y	N	N	N
Create incidents	M	Y	Y	Y	N	N	N
View performance*	M	N	N	Y	Y	N	N
Create site names	M	N	N	Y	N	N	N
View disturbances	M	Y	Y	Y	N	N	N
Manage Telematics *	M	N	Y	N	N	N	N
View files	M	Y	Y	Y	Y	N	N
View agreements	M	Y	Y	Y	N	N	N
Manage groups	M	Y	Y	Y	N	N	N
Manage users	M	Y	Y	Y	N	N	N
Manage company profile	M	Y	Y	Y	N	N	N
Can approve	M	N	N	N	N	N	N

- b. You can assign any permission that you have access to. Permissions that you do not have yourself will be disabled
- c. You can change any permission between *Read/Write* and *No access* status, unless it is mandatory
- d. If you modify the permissions the user will be created as *Custom*, even if you selected one of the other user role templates to start with
- e. You can click on the *?-sign* next to any permission to find out more about what you can do in the application with this permission. For example: “The *View invoices* permission gives the user access to view the billing invoices and reports based on those invoices for the accounts and subscriptions that the user has access to. This permission also gives the user access to download PDF invoices for the accounts that the user has access to.”
- f. Permissions marked with an asterisk (*) are only available to the organization when they have been enabled for the organization by Tele2 Business

2. Billing account/subscription access

- All – The user you create will have access to all billing accounts and subscriptions for your organization
- None – The user you create will not have access to any billing accounts in your organization. There is some functionality, such as performance and telematics, that does not require any access to phones or accounts
- Choose – You will choose the accounts and subscriptions that the user has access to

Once you have made your selections, click *Create user* to proceed. If you selected *Choose* as the billing access, the system creates the user and takes you to the following page to assign the access. If you selected *All* or *None* as the billing access, the system creates the user immediately and sends an email notification to the user to complete its enrollment.

Assign objects

✓ **User created successfully - assign account/phone**
An email has been sent to Sofia Liljedal at sofia.liljedal@tele2.com with a temporary link, username and password to start the enrollment process. If the new user was assigned a Subscriber role, please assign the user to the accounts and phones they should have access to.

⚠ **Not all results are displayed.**
The results matching your search exceed the maximum displayable. Please add a filter.

Search for objects to assign to

Filter: All types All accounts All accounts
Groups: All groups

Search accounts Search subscriptions

Download all results as CSV Current access filters

Number of results per page: 25

Account number	Account name
05935778-01	TELE2 SVERIGE AB
05297682-01	TELE2 SVERIGE AKTIEBOLAG
05564915-13	TELE2 SVERIGE AKTIEBOLAG
05297682-02	TELE2 SVERIGE AKTIEBOLAG

This page contains:

1. Filters
 - a. Type
 - b. Accounts
 - c. Groups
2. Tabs
 - a. Search accounts
 - b. Search subscriptions
3. Table
 - a. Checkboxes
 - b. Subscription number (subscription tab only)
 - c. Subscription name (subscription tab only)
 - d. Account number (account tab only)
 - e. Account name
4. Overlay toolbar
 - a. This floats at the bottom of the page over any content the page might display or scroll over
 - b. Counter that shows how many checkboxes you have selected
 - i. Updates as you select/deselect checkboxes
5. Buttons
 - a. Assign current group filters
 - b. Assign selected accounts (or subscriptions)

3.2 View users

The screenshot shows the 'User management' page in the TELE2 Business system. The page title is 'User management 1-10 of 109'. It includes a search bar with 'All permissions' selected, a 'Create new user' button, and a 'View in Excel' button. The table below lists the first 10 users, with columns for Username, Name, Email, Contact number, User type/role, User actions, and Details. The footer indicates the language is English and the copyright is 2019.

Username	Name	Email	Contact number	User type/role	User actions	Details
akoslinen	Alexander Koslinen	muhammed.jugo+125@tele2.com	0736602386	Super User	Choose action...	View
andreasnic	Andreas Nicander	andreas.nicander@tele2.com		Super User	Choose action...	View
annaberg	Anna Bergqvist	muhammed.jugo+636@tele2.com		Custom	Choose action...	View
annadot	Anna Edström	muhammed.jugo+637@tele2.com		Org administrator	Choose action...	View
Anneland	Annelie Andersson	muhammed.jugo+812@tele2.com		Org administrator	Choose action...	View
Anvika1955	Anvika Kevling	muhammed.jugo+654@tele2.com	0736602386	Org administrator	Choose action...	View
barackobama	Barack Obama	barackobama076@gmail.com		Super User	Choose action...	View
bdfscor	ngbssstseventy-eight ngbssstseventy-eight	ngbssst8@gmail.com	8123456	Telematic administrator	Choose action...	View
carlaker	Carl Åkerblad	muhammed.jugo+421@tele2.com		Org administrator	Choose action...	View
chulund	Christer Lundblad	christer.lundblad@tele2.com		Custom	Choose action...	View

This page contains:

1. Table
 - a. With the following columns:
 - i. Checkboxes for multiple selection
 - ii. Username [default sort, ascending]
 - iii. Name (first name, last name)
 - iv. Email address
 - v. Contact number
 - vi. User type/role
 1. This is the role name if a pre-configured role is used, or *Custom* if permissions were customized for this user
 - vii. User actions
 1. Modify profile
 2. Modify user role/permissions
 3. Change user access
 4. Remove user

- a. Box to confirm removal of user
 - b. You cannot delete yourself
- viii. Details
 - 1. Click *View* button to view or update profile
- b. You can select multiple users with the checkboxes. Then the system will show a bar across the bottom of the page with the following options for bulk selection:
 - i. Remove user
 - 1. Box to confirm removal of multiple users
- c. You can filter the table on permission
 - i. The permissions available for filtering are those listed on the *Create user* page. When filtering on a permission, the system will show all users who have this permission (regardless of role)
- 2. Bulk actions
 - a. Remove user
 - i. Box to confirm removal of users
- 3. Create new user button
 - a. Leads to the same flow as the *Create user* flow mentioned above, though within the context of the *View* page frames. When the user creation is complete it will lead back to this page

3.2.1 Modify user profile

When you select *Modify profile* from the dropdown in any row in the table, the system prompts you to update the user's profile information.

Login related profile information (username, password, secret questions and security image) can only be changed by the user (see *My profile* for more information).

Start > View > Users > Modify user profile

Modify user profile

Username: magnusand

* Firstname:

* Lastname:

* Email:

Contact number:

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Update the information and click *Modify*. All fields are mandatory except contact number.

3.2.2 Modify user role/permissions

When you select *Modify user role/permissions* from the dropdown in any row of the table, the system prompts you to update the user's role and/or permissions.

Start > View > Users > Modify user permissions

Modify User Permissions

Role: Custom

- View invoices: ☒ Read/Write ☐ No access
- View connections: ☐ Read/Write ☒ No access
- Create orders/changes/service requests: ☐ Read/Write ☒ No access
- Create incidents: ☒ Read/Write ☐ No access
- View performance: ☒ Read/Write ☐ No access
- Create site names: ☐ Read/Write ☒ No access
- View disturbances: ☒ Read/Write ☐ No access
- Manage Telematics: ☒ Read/Write ☐ No access
- View files: ☐ Read/Write ☒ No access
- View agreements: ☒ Read/Write ☐ No access
- Manage groups: ☐ Read/Write ☒ No access
- Manage users: ☐ Read/Write ☒ No access
- Manage company profile: ☐ Read/Write ☒ No access
- Call approve: ☐ Read/Write ☒ No access

This page contains:

1. User role dropdown
 - a. You can change the user's role to a different role in the system, which will update the selected permissions in the list that follows
 - b. You can only change the role for users who have a role type you can create; this is so that you cannot remove permissions from a user that you cannot give back.
 - c. Unless you are a "Super user", you cannot change a "Custom" user to a pre-defined role. This is also so that you cannot remove permissions from a user that you cannot give back.
2. Read/write permissions list
 - a. This list reflects the current permissions for the user. If you change the permissions the role will automatically be set to custom when you submit the update
 - b. Permissions that you do not have access to are disabled, and you cannot change the user's current access rights for those permissions

3. Access list

- This determines which accounts and subscriptions the user can see in the application. If the *Choose* action is selected, you can use the *Change user access* option to modify the user's access.

3.2.3 Change user access

When you select *Change user access* from the *Choose action* dropdown in any row of the table, the system displays a page where you can see the user's current access, remove existing access filters and add more access filters. Access filters can be for a specific account or phone, or for all accounts and phones belonging to a group (or set of groups).

Start > View > Users > Assign objects

Assign objects

Not all results are displayed.
The results matching your search exceed the maximum displayable. Please add a filter.

Search for objects to assign to **Christer Lundblad**

Filter: All types All accounts All accounts

Groups: All groups

Search accounts Search subscriptions

Download all results as CSV Current access filters

Number of results per page: 25

Account number	Account name
06035778-01	TELE2 SVERIGE AB
06297662-01	TELE2 SVERIGE AKTIEBOLAG
06644916-13	TELE2 SVERIGE AKTIEBOLAG
06297662-02	TELE2 SVERIGE AKTIEBOLAG
01000100-01	TELE2 SVERIGE AKTIEBOLAG

To find which access the user currently has, click *Current access filters*:

Assign objects

Search for objects to assign to **test testsson**

Filter: All types All accounts All accounts

Groups: All groups

Search accounts Search subscriptions

Download all results as CSV **Current access filters**

Number of results per page: 25

Then you will get a box, where you can see all accounts/subscriptions/groups you have access to.

Assign objects

Search for object

Filter: All types All accounts

Groups: All groups

Search accounts

Number of results per page: 25

Account number
01500357
03898094
03898220
04091824
04091949
04876294
04099125
05240884
05313308
06264254
06344350
06480807
06520596

Current access filters for test testsson

Access filters	Delete
Account number: 00480907	
Account number: 00344350	
Account number: 01004602-01	
Account number: 06564916-13	
Account number: 01986931-01	
Account number: 06559109-01	
Account number: 06564916-10	
Account number: 06557570-01	
Account number: 06564916-08	
Account number: 01000100-19	
Account number: 06564916-04	
Account number: 06385805-01	
Account number: 01000100-05	
Account number: 06564916-02	
Account number: 01000100-03	
Account number: 06564916-01	
Account number: 06556790-01	
Account number: 01000100-01	
Account number: 05297682-02	
Account number: 05297682-01	
Account number: 05935778-01	

Current access filters

Next Last

To remove accounts/subscriptions/groups, just click on the delete button.

3.2.4 Remove user

When you select the *Remove user* option from the *Choose* action dropdown in any row in the table, or select the *Remove users* option from the *Bulk selection* dropdown, the system prompts you to confirm that you want to remove the selected users by clicking *Delete*.

User management 1-10 of 98 [Add as shortcut](#) [?](#)

Filter: [Create new user](#) [View in Excel](#)

[Next](#) [Last](#)

	Username	Name	Email	Contact number	User type/role	User actions	Details
☐	wetabitvc	Vera Wang	vera@vera.com		Custom	Choose action...	View
☐	tonysant	Tony Santangelo	muhamed.jugo+1101@tele2.com		Org administrator	Choose action...	View
☐	tonysant2	Tony Santangelo	tony.santangelo@tele2.com		Super User	Choose action...	View
☐	gvultgddt	Togo Tgo	muhamed.jugo+367@tele2.com	0736602396	Telematic administrator	Choose action...	View
☐	awcx2rjel	Togo Tgo					View
☐	TestingSU	TestSU					View
☐	riefivtbwn	test tes					View
☐	xhaldhq	Test Testsson	test@tele2.com		Org administrator	Choose action...	View
☐	test_app	Test Test	muhamed.jugo@tele2.com		Super User	Choose action...	View
☐	bxgihdv	Test Person	test@test.com	+9998888	Subscriber	Choose action...	View

[Next](#) [Last](#)

Remove User

Are you sure you want to delete the selected user(s)?

[Delete](#) [Cancel](#)

There are a few cases where you will not be able to proceed with the removal:

1. If you have selected yourself as one of the users to remove
2. If one or more of the users you have selected is currently assigned in an approval slot (see *Company profile* for more information)



4

My account

4.1 My profile

4.2 Company profile

4 My profile

4.1 My profile

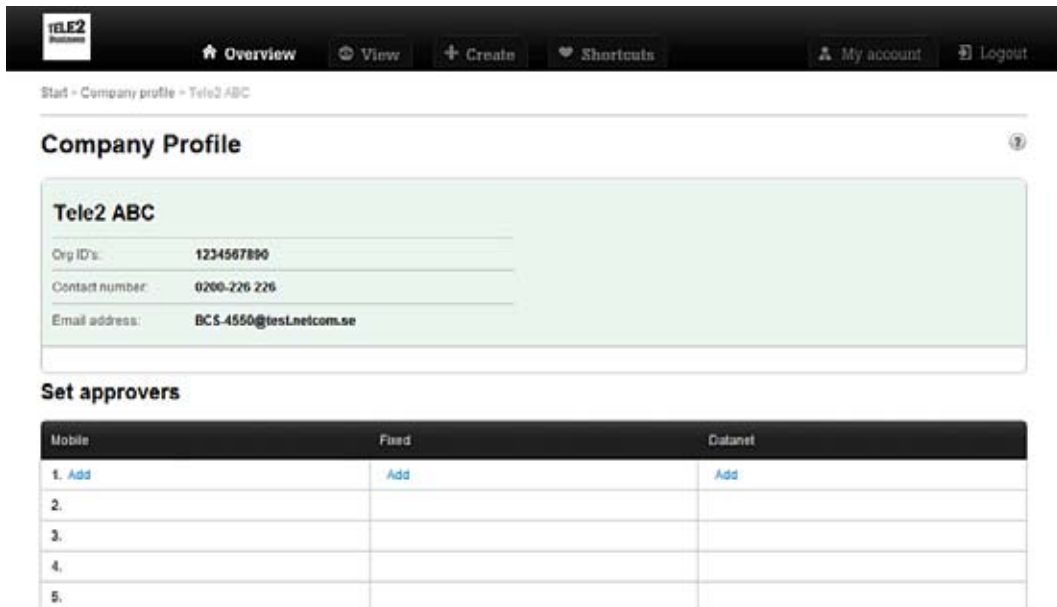
When you select *My Account > My Profile* from the main menu, the system displays your personal profile information. On this page you can change your personal information, including your login information.

This page contains:

1. User information
 - a. Name
 - b. Username
 - c. Role
 - d. User created date
 - e. Email address
 - f. Phone number
2. Permissions tab
 - a. List of all permissions in the system, and the whether you have the permission or not
 - b. This list is read-only
3. Settings tab
 - a. Same modules and boxes as *My profile* page

4.2 Company profile

When you select *My account* > *Company profile* from the main menu, the system displays the company profile information. On this page you can also setup the approvers for your organization.



Start > Company profile > Tele2 ABC

Company Profile

Tele2 ABC

Org ID's: 1234567890

Contact number: 0200-226 226

Email address: BCS-4550@tesLnetcom.se

Set approvers

Mobile	Fixed	Datanet
1. Add	Add	Add
2.		
3.		
4.		
5.		

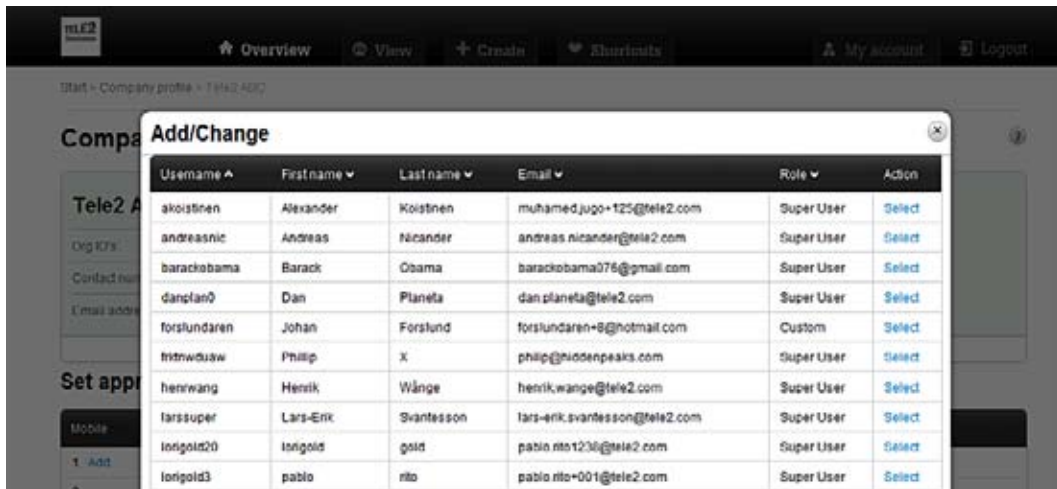
This page contains:

1. Your company name
2. List of organization numbers that are connected to your company in Selfcare
3. Tele2 Business contact information
 - a. Phone number to service desk
 - b. Email address to service desk
4. Set approvers
 - a. Order/Change approval process by product: Mobile, Fixed and Datanet
 - b. The company can configure up to 5 approvers for each product
 - c. When you click *Add* or *Change* the system opens a box for selecting a user
 - d. If you click *Remove*, the system will remove the user so that the selected level is no longer required for approval
 - e. The system will not allow you to leave a gap in the approval process
5. Configure your company's email notification settings. By setting "Email notification" to Yes, the contact person for orders, changes and service requests will be notified via email every time the order, change or service request changes status, all the

way from initiation to completion. By setting “Email notification” to No, the email notification for orders, changes and service requests is turned off for your company.

4.2.1 Add/Change

When you click on any *Add* or *Change* link, the system will open a box for selecting an approver.



The screenshot shows a web application interface with a top navigation bar containing links for Overview, View, Create, and Edit/Exports. A user profile section on the right shows 'My account' and 'Logout'. The main content area displays a modal window titled 'Add/Change' with a table of users. The table has columns for Username, First name, Last name, Email, Role, and Action. The 'Action' column contains a 'Select' link for each user.

Username	First name	Last name	Email	Role	Action
akoistinen	Alexander	Koistinen	muhamed.jugo+125@tele2.com	Super User	Select
andreasnic	Andreas	Nicander	andreas.nicander@tele2.com	Super User	Select
barackobama	Barack	Obama	barackobama076@gmail.com	Super User	Select
danplan0	Dan	Planeta	dan.planeta@tele2.com	Super User	Select
forstundaren	Johan	Forstund	forstundaren+8@hotmail.com	Custom	Select
frstnwduaw	Philip	X	philip@hiddenpeaks.com	Super User	Select
henriwang	Henrik	Wänge	henrik.wange@tele2.com	Super User	Select
larsuper	Lars-Erik	Svantesson	lars-erik.svantesson@tele2.com	Super User	Select
lorigold20	lorigold	gold	pablo.rto123@tele2.com	Super User	Select
lorigold3	pablo	rto	pablo.rto+001@tele2.com	Super User	Select

This page contains:

1. Table
 - a. Each row of the table is a user with the *Can approve* permission
 - b. Columns
 - i. Username
 - ii. First name
 - iii. Last name
 - iv. Email address
 - v. Role
 - vi. Action
 1. Select
 - a. If you click *Select* the system sets the selected user in the approval list and closes this box



5

Groups

- 5.1 Filtering on groups
 - 5.2 About group categories and groups
 - 5.3 Create group categories and groups
 - 5.4 Add to group
-

5 Groups

The Group function provides order and structure for your business data. The function allows you to sort and organize the data according to your needs, for example per business unit or per cost center.

5.1 Filtering on groups

In many sections in Selfcare you can filter a table based on groups. Accounts and subscriptions belong to groups for specific periods of time, and the filter will always look at the group assignments as they are today (this month).

On pages with filtering by group functionality, the *Group* dropdown includes all groups (in the format *Category: Group*, for example *Department: Finance*) that any item in the table is a member of.

When you select a group to filter on, it will be displayed next to the filter, with an icon for removing the filter. If you want to filter by a different group, simply choose a different group from the filter dropdown. If you want to see items that belong to multiple groups, you can select the *Filter current result* checkbox and then choose additional groups from the filter dropdown.

You can filter on two or several different groups as long as they each belong to a separate group category. Since an account or subscription can only belong to one group in a category at any given time, filtering on two groups in the same category would always return no results.



The screenshot shows a filter interface with the following elements:

- Filter:** Three dropdown menus: "All types", "All accounts", and "All price plans".
- Groups:** A dropdown menu showing "All groups". Below it, a checkbox labeled "Filter current results" is checked, followed by the text "PM Business PM Mobil" with a red 'x' icon.
- Jump to subscription:** A text input field and a "Go" button.
- Number of results per page:** A dropdown menu set to "25".
- Buttons:** A "View in Excel" button in the top right and "Next" and "Last" links in the bottom right.

5.2 About group categories and groups

You can create group categories and groups. A group always belongs to a group category.

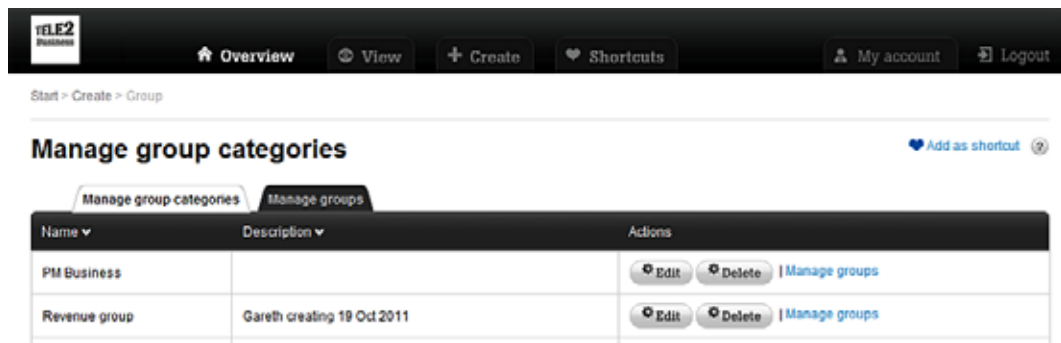
It is possible to have up to 10 group categories. If you already have 10 group categories defined and want to create a new one, you have to either modify or delete a current group category.

5.3 Create group categories and groups

To be able to work with groups, the first thing you need to do is set up group categories and groups. When the group categories and groups have been created, accounts and subscriptions can be added to the groups.

5.3.1 Create group category

When you select *Create > Create groups* from the menu, the system displays a list of all group categories in the system.



Name	Description	Actions
PM Business		Edit Delete Manage groups
Revenue group	Gareth creating 19 Oct 2011	Edit Delete Manage groups

This page contains:

1. Table
 - a. Category name
 - b. Category description
 - c. Actions
 - i. Edit
 1. Edit the category name and/or description
 - ii. Delete
 1. Confirm deletion of category
 2. Note! Deleting a category will also delete all groups for this category and it will also be removed from all accounts and subscriptions to which it was assigned.
 - iii. Manage groups
 1. Leads to page for **viewing and** creating groups, pre-filtered for the selected category

2. Manage bulk link
 - a. Leads to bulk group and group category creation page
3. Create new category link
 - a. Create a new group category
 - i. Click on the link and fill in the information
 - ii. Note! If there are already 10 groups existing, which is the maximum number of group categories allowed, then the link *Create new category* will not be visible.

In order to create a new group category you will have to delete an existing one and then the link will re-appear.

Create group category

* Category name: ?

Category description: ?

[Create new category](#) [Cancel](#)

5.3.2 Create group

When you choose the *Manage groups* tab, the system displays a list of the groups in the category.

[Overview](#)
[View](#)
[Create](#)
[Shortcuts](#)

[My account](#)
[Logout](#)

Start > View > Groups

[Manage group categories](#)
[Manage groups](#)

[Add as shortcut](#) ?

Below is a list of group names for the selected group category

Select a category: PM Business

Category	Value	Description	Actions
PM Business	PM Mobil		Edit Delete Add to group
PM Business	PM M2M		Edit Delete Add to group

This page contains:

1. Category filter
 - a. If you accessed this page via the tab the table will show all groups for all categories
 - b. If you accessed this page by clicking on the *Manage groups* link for a specific category, the category filter will show that category and the table will be filtered accordingly
2. Table
 - a. Category (group category name)
 - b. Value (group name)
 - c. Description (of group)
 - d. Actions
 - i. Edit
 1. Edit the group name and/or description
 - ii. Delete
 1. Confirm deletion of group
 2. Note! Deleting a group will also remove all accounts and subscriptions from the group to which it is assigned
 - iii. Add to group link
 1. Leads to the *Add to group* page where the filter for the selected group has been applied. All accounts/subscriptions belonging to this group will be displayed.
3. Manage bulk link
 - a. Leads to bulk group and group category creation page
4. Create new group link
 - a. Create a new group
 - i. Note! If the filter *Any* is applied, this button is not showing. If you want to create a group, first apply a filter showing which group category you want to assign the group. This is because a group must belong to a category.

5.3.3 Manage bulk

When you select *Create > Create group* from the main menu and thereafter *Manage bulk*, the system displays the bulk group page.

On this page it is possible to create multiple categories or groups at once.

Manage group categories		Manage groups
Name ▼	Description ▼	Actions
PM Business		Edit Delete Manage groups
Revenue group	Gareth creating 19 Oct 2011	Edit Delete Manage groups
MyTestCategory	This is my test category	Edit Delete Manage groups
Tele2	Huvudbolag	Edit Delete Manage groups
Vim	Diesel	Edit Delete Manage groups
Chew		Edit Delete Manage groups
TEST Mehrshad	BSSP_UC_UM_05 Verification Step 1	Edit Delete Manage groups
TEST Mehrshad 2	ST 0202	Edit Delete Manage groups
JF1	Min lilla grupp	Edit Delete Manage groups
Longest call		Edit Delete Manage groups

[Manage bulk](#)

[Overview](#)
[View](#)
[Create](#)
[Shortcuts](#)
[My account](#)
[Logout](#)

Start > Create > Group > Manage bulk category and group requests

Manage bulk category and group requests

Upload bulk group request

[Download bulk group upload template](#)

* Upload bulk group file: [Browse...](#)

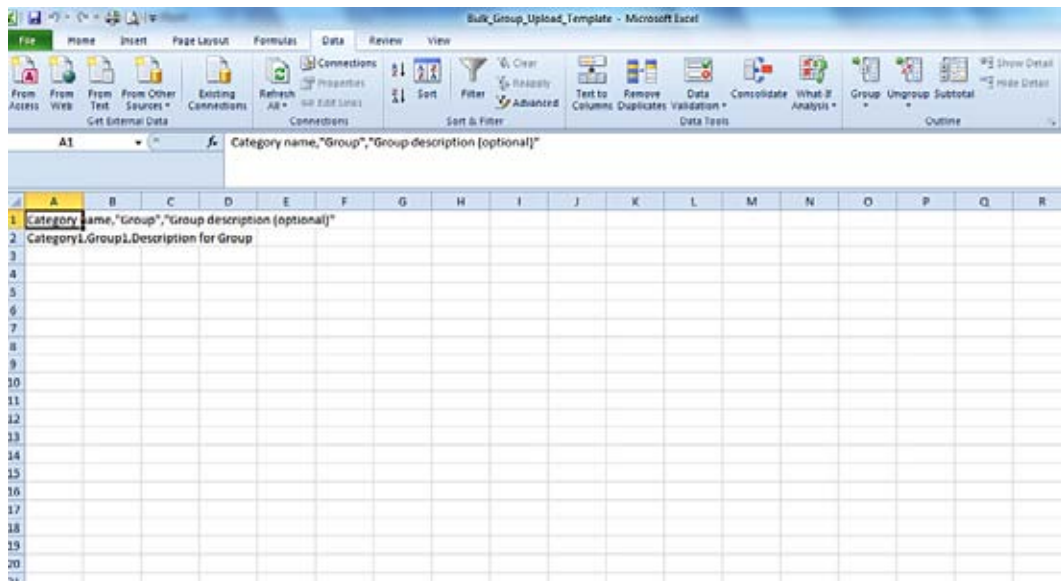
[Upload](#)

This page contains:

1. Link to bulk category template
 - a. The bulk category template is in CSV format and contains two different information types in the header:
 - i. Category name
 - ii. Category description

2. Link to download bulk group template

- a. The bulk group template is in CSV format and contains three different information types in the header:
 - i. Category name (e.g. Category1)
 - ii. Group name (e.g. Group1)
 - iii. Group description (optional information)
 - iv. This is how the upload bulk group template looks:



- b. The first row is the file header and should not be changed
- c. Starting from the second row, you can populate the template with your group categories and groups. You can add as many rows you like, but they must follow the format *Category1, Group1, Description for Group*
- d. Note! The limit for the number of group categories is 10 and the limit for number of groups is 50 per category
- e. For example, if you would like to add the group category Sales with groups Alpha and Beta, and group category Support with groups Support1 and Support2 the template should be populated as below:

	A	B	C	D	E	F
1	Category name,\"Group\", \"Group description (optional)\"					
2	Sales,Alpha,Alpha Sales team					
3	Sales,Beta,Beta Sales team					
4	Support,Support1,First line support					
5	Support,Support2,Second line support					
6						
7						

- f. Note! Row 1 is the header and should not be changed
3. Browse for the file and click *Upload*
4. If the file is correct you will be directed to accept page, where you need to accept or reject the groups to be created

Manage bulk category and group requests

Valid groups to be processed

The following groups are valid and can be created, review and click 'Accept' to submit them for processing or 'Reject' to upload another file.

Category	Group	Description	Operation
Sales	Alpha	Alpha Sales team	Add
Sales	Beta	Beta Sales team	Add
Support	Support1	First line support	Add
Support	Support2	Second line support	Add

Accept Reject

5. If you need to change something, click *Reject*. Change the CSV file and upload the file again
6. If the file is incorrect, for example if data is missing, then this will appear as "Invalid groups" on this page. If so, you have to reject the request and correct the csv-file before submitting it again.

When you have accepted, the file will be processed by the system. During this time group operations will be disabled until the request has been processed.

- a. The process can take up to 5 minutes
- b. During this time it is possible to stop the process by clicking *Cancel request* in the action column

6. To refresh the page you will have to re-enter the page again. *Select Create > Create groups* from the main menu and thereafter *Manage bulk* link

When the process is done page will look like this:

The screenshot shows the 'Manage bulk category and group requests' page. At the top, there's a navigation bar with 'Overview', 'View', 'Create', and 'Shortcuts'. Below the navigation bar, the breadcrumb trail is 'Start > Create > Group > Manage bulk category and group requests'. The main heading is 'Manage bulk category and group requests'. Below this, there's a section titled 'Upload bulk group request' with a 'Download bulk group upload template' link. The upload section includes a text input for 'Upload bulk group file:' and a 'Browse...' button. Below the input is an 'Upload' button. The bottom section is titled 'Bulk requests' and contains a table with the following data:

Request Date	Filename	Status	Submitted By	Action
2012-02-16	Bulk_Group_Upload_Template1.csv	Accepted	ngbssp25	
2012-02-16	Bulk_Tag_Upload_Template pemi.csv	Accepted	ngbssp25	

7. Bulk requests history table
 - a. Upload date
 - b. Filename
 - c. Status
 - d. Name of the user that submitted the bulk file
 - e. Action
 - i. Actions are only available when the file is being processed
 - ii. Cancel request
8. Select *View > View groups* and the new groups will appear

5.4 Add to group

Once the categories and groups are set up, the next task is to add the billing accounts and subscriptions to the groups. Accounts and subscriptions are assigned to groups for certain periods of time, and at any given point in time they can only belong to one group in any given category.

Using our case as an example, one account (or subscription) can belong to both Alpha and Support1, since these groups belong to different categories; one belongs to category Sales and the other belongs to category Support.

But it is not possible to assign the account (or subscription) to the groups Alpha and Beta, since these belong to the same category.

Use groups in order to create a structure for your company in the Selfcare tool. It will help you to use the functions in Selfcare in the most efficient way.

You can create groups depending on how your organization is built up or what your preferences are, it could be for example a department, a cost center, a division or a country. You decide what is best for you.

5.4.1 Add to group

When you select the *Create > Add to group* from the main menu, the system displays the following page:

Start > Create > Add to group

Add to group 1-25 of 40

Search accounts Search subscriptions

Feb 2012

All groups

Download bulk account results

Number of results per page: 25

Account number	Account name	Groups	Actions
09625777	LERNIA BEMANNING AB	Finance; Accounting; HR; Sweden	View and edit groups
09624707	LERNIA AB		View and edit groups

This page contains:

1. Filters
 - a. Month
 - b. Group
 - c. Number of results per page
2. Tabs
 - a. Accounts
 - b. Subscriptions
3. Table
 - a. Subscription number (subscriptions tab only)
 - b. Subscription name (subscriptions tab only)
 - c. Account number (account tab only)
 - d. Account name
 - e. Groups
 - f. Actions
 - i. View and edit groups
 1. Link to page for editing groups for the account/subscription
4. Download all results as CSV
 - a. Download file to view all results that are not displayed (if your organization has more than 750 accounts all data will not be displayed)
 - b. Same file as the “View in Excel” in View accounts page
5. Download bulk account results
 - a. Download CSV file for use in bulk upload
 - b. Displays all account/subscription results for your organization
6. Manage bulk link
 - a. Link to manage bulk page

5.4.1.1 Add an account to a group

In the *Search account* tab there is a *View and edit* link – this is used to add an account to a group.

Here you can also see which groups the account is currently assigned to (active groups) as well as groups that it used to belong to (Inactive groups).

1. Choose which account you want to add to a group, then click on the *View and edit groups* link

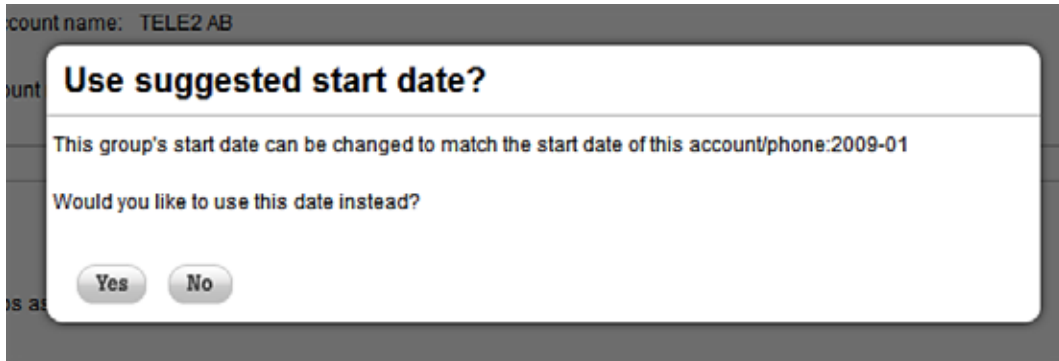
The screenshot shows the 'Add to group' interface in the TELE2 Business system. At the top, there's a navigation bar with 'Overview', 'View', 'Create', 'Shortcuts', 'My account', and 'Logout'. Below this, a breadcrumb trail reads 'Start > Create > Add to group'. The main heading is 'Add to group 1-25 of 1000', with a link to 'Add as shortcut'. A yellow warning box states: 'Not all results are displayed. The result matching your search exceed the maximum displayable. Please add a filter or download result in CSV file.' Below the warning, there are tabs for 'Search accounts' and 'Search subscriptions'. The 'Search accounts' tab is active, showing a date filter set to 'Feb 2012', a dropdown for 'All groups', and a 'Number of results per page' set to '25'. There are two buttons: 'Download all results as CSV' and 'Download bulk account results'. The main content is a table with the following data:

Account number	Account name	Groups	Actions
05935778-01	TELE2 SVERIGE AB	Tele2: Produkt avd, PM Business: PM Mobilt	View and edit groups
05297682-01	TELE2 SVERIGE AKTIEBOLAG		View and edit groups

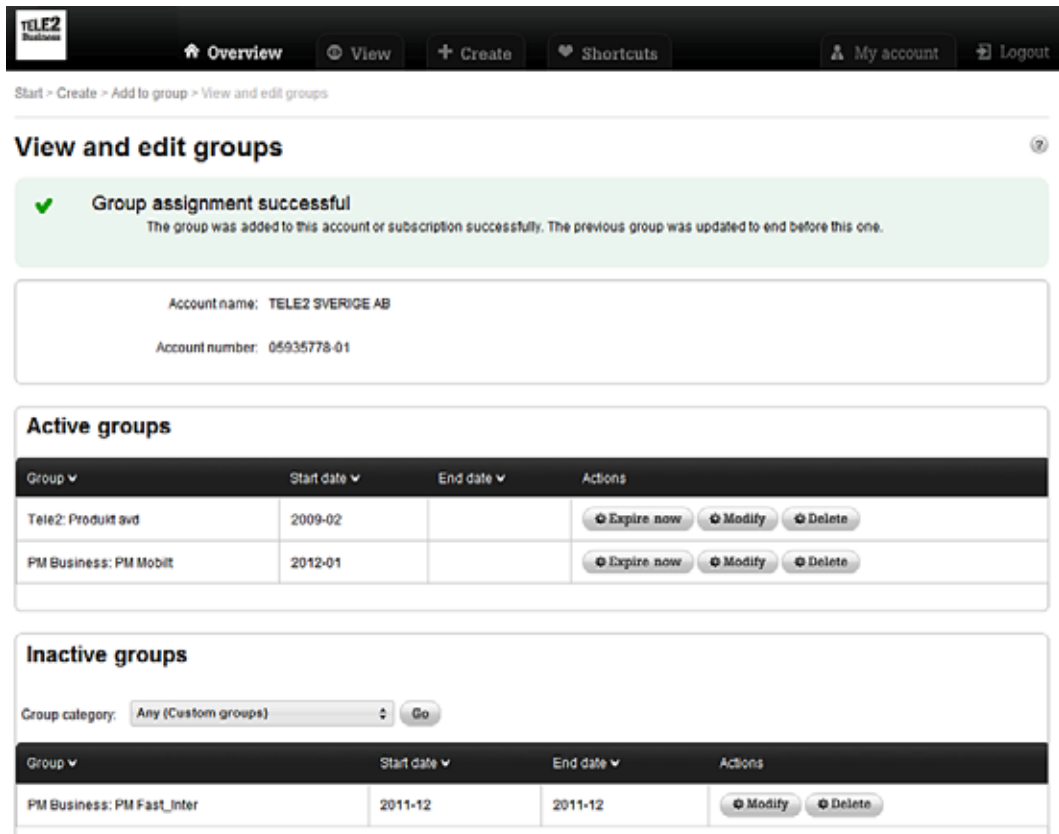
2. You should then get this view:

The screenshot shows the 'View and edit groups' page in the TELE2 Business portal. The page has a dark header with navigation links: Overview, View, Create, and Shortcuts. On the right, there are links for My account and Logout. Below the header, a breadcrumb trail reads: Start > Create > Add to group > View and edit groups. The main content area is titled 'View and edit groups' and contains three sections: 'Account name' and 'Account number: 09497272', 'Active groups' (with a message: 'There are no active groups assigned to this account or subscription.'), and 'Inactive groups' (with a dropdown for 'Group category' set to 'Any (Custom groups)' and a message: 'There are no inactive groups, in the selected category, assigned to this account or subscription.'). At the bottom, there is a red box around the 'Add group' link, and a link to 'Go back to search page'.

3. Add a new group by clicking the *Add group* link and populate the pop-in: In order to add the account to a group, the group must have been created in the Create group page first.
 - a. Select the category and the group you want to add
 - b. Select the start date for your group. The start date (YYYY-MM) can be any time within one year from now. During initial setup, we recommend that you set the start date to be one year in the past, or the date when you opened your account
 - c. You can choose to add an end date to your group or you can leave it open so that the group will continue to apply in the future
 - d. When you add your group, the system will ask you if you want to set the start date to match the start date of this account/subscription



- e. If the dates you choose overlap the dates for an existing group in the same category, the system will tell you that it cannot add the new group because the dates overlap an existing group
4. A success message will show if the account was added

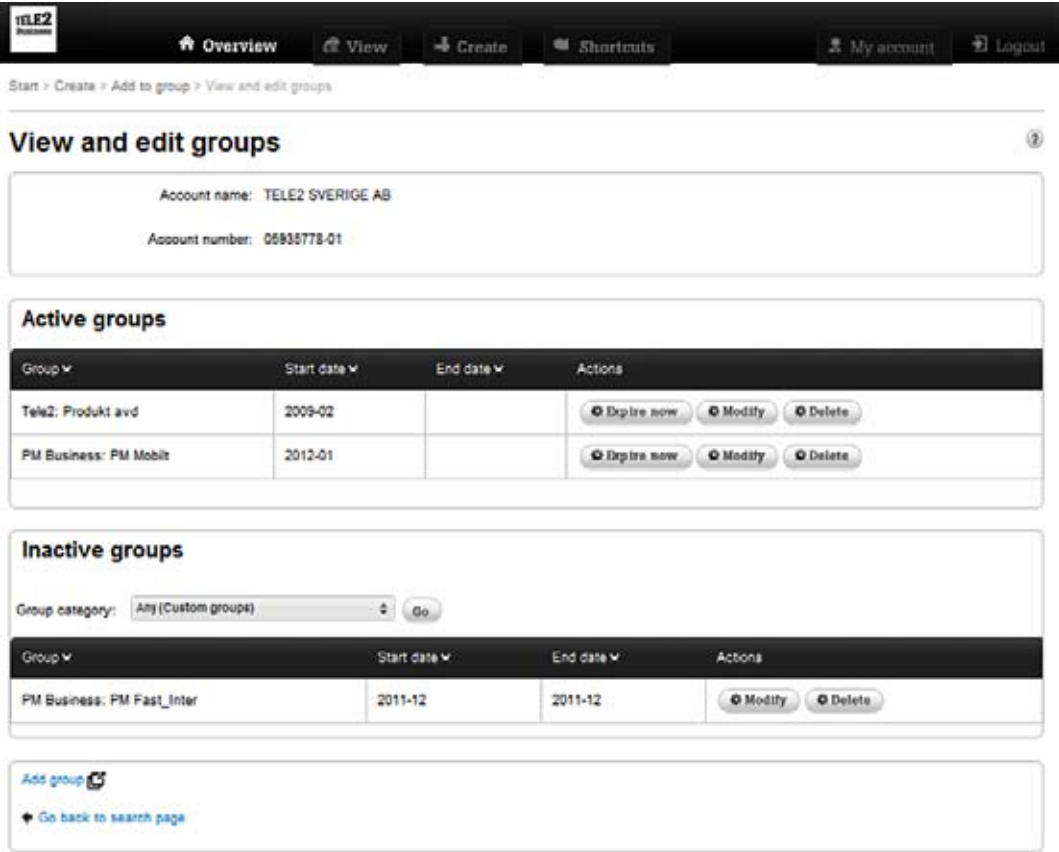


5.4.1.2 Add a subscription to a group

In the *Search subscriptions* tab you can add a specific phone to a group. This follows the same pattern as for adding an account to a group, please refer to the Account chapter.

5.4.2 Edit groups

1. When you want to edit a group, select *Create > Add* to group and find what group to edit
2. Click *View and edit group*, the system displays the following page.



This page contains:

1. Account/subscription information
2. Current groups table

a. Group

b. Start date

c. End date

d. Actions

i. Expire now

ii. Modify

iii. Delete

3. Other groups table
 - a. Category filter
 - b. Group (Category: Group)
 - c. Start date
 - d. End date
 - e. Actions
 - i. Modify
 - ii. Delete
4. Add group link
 - a. Adding this account/phone to another group
5. Expire or modify a group:
 - a. When you have an active group that should no longer be applied, you can set its end date by clicking *Expire* link for the group
 - b. If you want to set the end date to a different date, or make any changes to the dates, click *Modify*
 - i. In the pop-up that opens you can change the dates and save your changes
 - ii. Just like with the addition of a new group, if the new dates overlap with another group, Selfcare will tell you that it cannot save the group because the dates overlap an existing group
6. Delete a group:
 - a. Click *Delete* and then confirm that you want to delete

5.4.3 Manage bulk

By using *Manage bulk* you can add many accounts or subscriptions to a group.

The best way to use this function is to first make a pre-selection of which accounts or subscriptions that you want add to the group. A pre-selection can easily be done by doing the following steps:

1. Click *Create > Add to group*
2. You will then get this view:

3. Click *Download bulk account results*
 - a. This will download the accounts results to excel file
4. Download bulk results can be done for both accounts (*Search account* tab) and subscriptions (*Search subscription* tab). For example, an accounts bulk result file could look like this:

Account Number	Subscription Number	Group Category	Group	Start Date	End Date
05297682-01					
06564916-13					
05297682-02					
01000100-01					
06564916-01					
01000100-03					
06564916-02					
06385805-01					

- a. In this example, no accounts belong to any group, that is, what is displayed in the file is account numbers only. The heading on row 1 gives directions for how to populate the group categories and group names.

5. In the excel file you now enter the group category and group on the accounts or subscriptions that you wish to add
 - a. They should be populated as *Account Number, Subscription Number, Group Category, Group, Start Date, End Date*
 - i. *If subscription number is not applicable, write „*
 - ii. *Group category and group is mandatory*
 - iii. *Start date should be in format MM/YYYY (e.g. 01/2012) and is mandatory*
 - iv. *End date should be in format MM/YYYY (e.g. 01/2012) and is optional*
 - b. See example
6. Save the file as CSV on your computer
7. When you select *Manage bulk* on the *Add to group* page the system displays the following page:

Start > Create > Add to group > Manage bulk

Manage bulk group requests

Bulk upload

Go back to search page Download bulk upload template

Upload file Browse

Submit

Bulk requests

Request Date	Filename	Status	Submitted By	Actions
2012-02-09	group.csv	Accepted	ngbssp25	Change log Error log
2012-02-09	group.csv	Rejected	ngbssp25	Change log Error log

This page contains:

1. Link to download bulk template
2. Browse for file upload
3. Bulk requests history table
 - a. Date
 - b. Filename
 - c. Status
 - d. User
 - e. Actions

- i. Accept (if file is being processed only)
 - ii. Reject (if file is being processed only)
 - iii. Error log
 - iv. Change log
7. Click *Brows* to choose the CSV file you saved earlier and click *Submit*
8. The file is now being processed by the system. You will now get this screen:

[Overview](#)
[View](#)
[+ Create](#)
[Shortcuts](#)

[My account](#)
[Logout](#)

Start > Create > Add to group > Manage bulk

Manage bulk group requests

Bulk request successfully submitted

You can monitor the status of your request in the table below. Group operations within your organization will be disabled until the request has been processed and the changes are approved or rejected. Please check this page again in a few minutes to accept or reject the changes.

Bulk upload is currently disabled

A bulk upload request is being processed or is awaiting approval.

Bulk upload

+ Go back to search page
Download bulk upload template

* Upload file

Bulk requests

Request Date	Filename	Status	Submitted By	Actions
2012-02-16	testbulk.csv	Received	ngbssp25	
2012-02-09	group.csv	Accepted	ngbssp25	Change log Error log
2012-02-09	group.csv	Rejected	ngbssp25	Change log Error log

- Click *Go back to search page* and enter the page again by clicking on the *Manage bulk* link

Manage bulk tag requests

✓ Bulk request successfully submitted
You can monitor the status of your request in the table below. Tag operations within your organization will be disabled until the request has been processed and the changes are approved or rejected. Please check this page again in a few minutes to accept or reject the changes.

⚠ Bulk upload is currently disabled
A bulk upload request is being processed or is awaiting approval.

Bulk upload [Go back to search page](#) [Download bulk upload template](#)

Upload file

Bulk requests

Next Page • Last Page

Request Date	Filename	Status	Submitted By	Actions
2011-10-27	NOBSSP Test Bulk upload assign object 111020.csv	Loading	magnusand	

- And on the search page, click *Manage bulk* again

01000100-01	TELE2 SVERIGE A
00560790-01	TELE2 SVERIGE A
00564010-01	TELE2 SVERIGE A
01000100-03	TELE2 SVERIGE A

Number of results per page: 25

11. Approve by either accept or reject the change
 - a. By viewing the change log you can see if something was wrong in the file
 - b. If you need to change something in the file, then click Reject and change it in the file and start over from step 7

Manage bulk group requests

Bulk upload

Bulk upload is currently disabled
A bulk upload request is being processed or is awaiting approval.

Go back to search page Download bulk upload template

Upload file Browse... Submit

Bulk requests

Request Date	Filename	Status	Submitted By	Actions
2012-02-16	testbulk.csv	Done with errors	ngbssp25	Accept Reject Change log Error log
2012-02-09	group.csv	Accepted	ngbssp25	Change log Error log
2012-02-09	group.csv	Rejected	ngbssp25	Change log Error log

12. Click *Accept* and you will get a security pop up:

Accept changes? The changes made by this bulk group management request will be applied immediately. This operation cannot be undone. Please review the change log thoroughly before proceeding.

Accept Cancel

13. Choose *Accept*, and the change will be executed
 - a. Click *Go back* to search page and enter the page again by clicking on the *Manage bulk* link

Start - Create - Add to group - Manage bulk

Manage bulk group requests

Bulk request has been accepted
The changes you have accepted have been successfully applied. Group operations for your organization are now re-enabled.

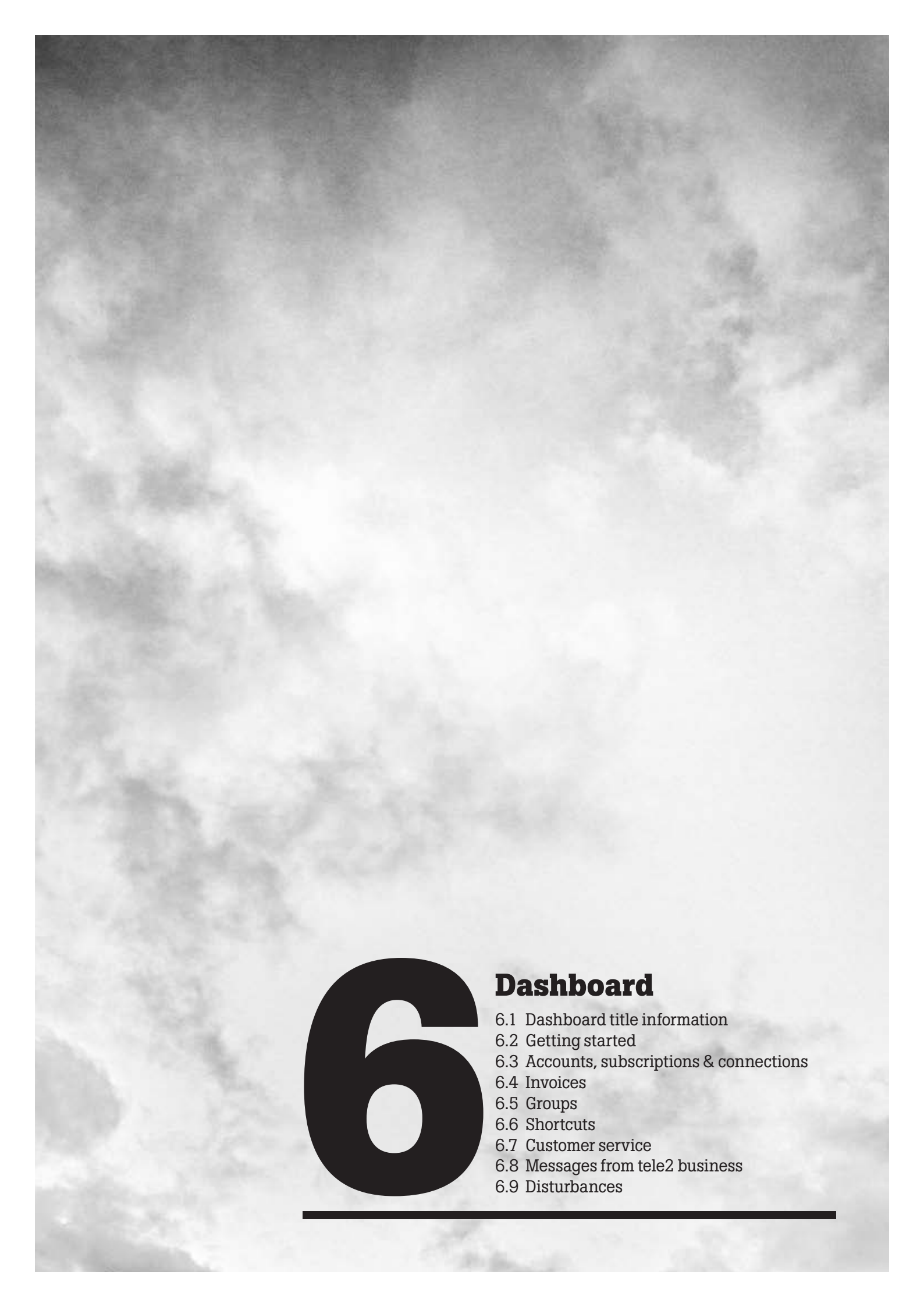
Bulk upload [Go back to search page](#) [Download bulk upload template](#)

* Upload file

Bulk requests

Request Date	Filename	Status	Submitted By	Actions
2012-02-16	testbulk.csv	Accepted	ngbssp25	Change log Error log
2012-02-09	group.csv	Accepted	ngbssp25	Change log Error log
2012-02-09	group.csv	Rejected	ngbssp25	Change log Error log

14. To check how the changes looks like go to *View groups* and look at each group



6

Dashboard

- 6.1 Dashboard title information
 - 6.2 Getting started
 - 6.3 Accounts, subscriptions & connections
 - 6.4 Invoices
 - 6.5 Groups
 - 6.6 Shortcuts
 - 6.7 Customer service
 - 6.8 Messages from tele2 business
 - 6.9 Disturbances
-

6 Dashboard

After logging in to Selfcare, the first screen showing is a dashboard containing a number of overview panes, designed to provide you with a summary overview of your company's engagement with Tele2 Business. Activities requiring your attention will be highlighted.

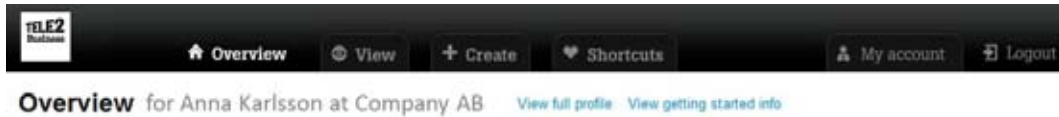
The dashboard contains summaries of the information that you can access by viewing the full information via the View menu option. The following overview panes are shown on the dashboard:

1. Getting started
 - a. An information box that is displayed over the dashboard on first log in, or on every visit to the dashboard until disabled
2. Accounts, subscriptions & connections
 - a. Accounts
 - b. Subscriptions
 - c. Connections
3. Shortcuts
4. Latest invoices
5. Groups
6. Disturbances
7. Customer services
 - a. Incidents
 - b. Orders
 - c. Changes
 - d. Service requests
8. Messages from Tele2

The overview panes on the dashboard provide a few rows of information and each row contains a few columns of attributes.

6.1 Dashboard title information

After logging in, the dashboard welcomes you with your first and last name, as well as the name of your company.



6.2 Getting started

The first time you log into Selfcare, the *Getting started* information box will be shown in the dashboard view.

There is a checkbox where you can request not to view this box the next time you visit the dashboard. Mark the checkbox and click *Save*. This setting will be stored as a user profile attribute. If you have disabled the getting started information and you want to view it again, click *View getting started info* on the dashboard to reopen the box. You can then use the checkbox to request to view this again the next time you visit the dashboard.

6.3 Accounts, subscriptions & connections

This pane provides you with a high-level overview of your installed base. That is the number of accounts, subscriptions and connections you have access to:

Accounts, subscriptions & connections	
Accounts	2177
-Fixed	381
-Mobile	1793
-Data	3
Subscriptions	10535
-Fixed	916
-Mobile	9409
-Telematic	210
Connections	100
-Data	92
-Fixed	8
View all accounts View all subscriptions View all connections	

This pane contains:

1. Accounts
 - a. List of the account types that you have access to:
 - i. Fixed
 - ii. Mobile
 - iii. Data
 - b. Numerical count of each account type
 - i. Note: If count is "0", then the account type name is not a link
2. Subscriptions
 - a. List of the subscription types that you have access to
 - i. Fixed
 - ii. Mobile

- iii. Telematic
 - b. Numerical count of each subscription type
 - i. Note: If count is "0", then the subscription type name is not a link
- 3. Connections
 - a. List of connection types that you have access to
 - i. Data
 - ii. Fixed
 - b. Numerical count of each connection type
 - i. Note: If count is "0", then the connection type name is not a link
- 4. View all accounts link
 - a. Takes you to the *View > Accounts* page with no filter set
 - b. If you have access to 0 accounts this link will not display
- 5. View all subscriptions link
 - a. Takes you to the *View > Subscriptions* page with no filter set
 - b. If you have access to 0 subscriptions this link will not display
- 6. View all connections link
 - a. Takes you to the *View > Connections* page with no filter set
 - b. If you have access to 0 connections this link will not display

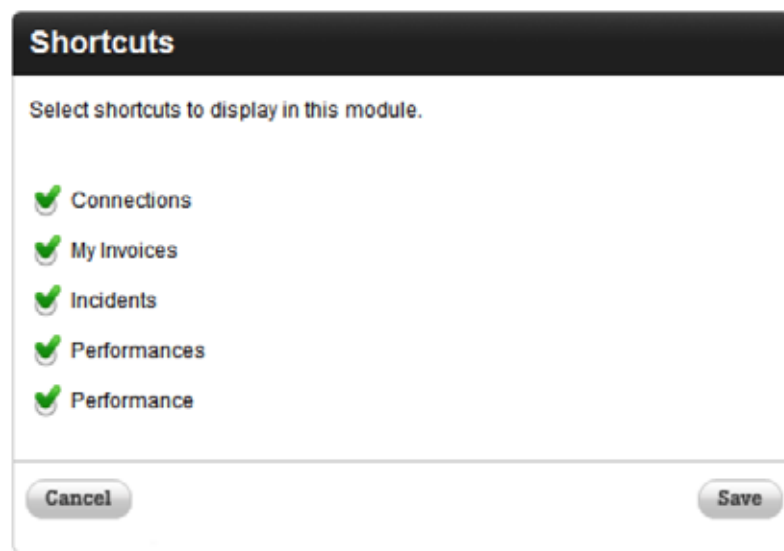
6.4 Shortcuts

This pane shows your shortcuts.



This pane contains:

1. A list of the first 12 shortcuts marked to be shown on the dashboard
 - a. Sorted in alphabetical order
 - b. Each shortcut name (specified by you when you created the shortcut) is a link
 - i. Clicking this link takes you to the page configured when creating the shortcut
 1. If you do not have permission to follow a shortcut, for example if the permissions have changed so that you no longer have access to the page, a message about this is displayed. The shortcut is also removed
2. Edit shortcuts button
 - a. Allows you to choose which shortcuts to display on the dashboard



- b. The dashboard reloads and you can add and remove checkmarks next to the shortcuts you wish to show or hide in the panel
- c. Click *Cancel* or *Save*, it takes you back to the dashboard page with your changes saved or not depending on which button you clicked
- d. If you have no shortcuts, the *Edit* button will not display

6.5 Latest invoices

This pane provides you with an overview of the latest invoices from Tele2 Business. Any unpaid overdue invoices will be highlighted for your attention.

The pane shows 5 invoices in the following priority order:

1. Unpaid overdue invoices, oldest first, indicated with exclamation mark
2. Most recent invoices, in ascending date order. If there is more than one invoice created on the same date, the order shall be on invoice amount in descending order

Latest invoices			
	Due date	Invoice no	Name
⚠	2011-02-26	107692535027	Banverket Prod. Entreprenad
⚠	2011-02-26	123456	Lorem ipsum
✓	2011-02-26	123456	Lorem ipsum
✓	2011-02-26	123456	Lorem ipsum
✓	2011-02-26	123456	Lorem ipsum
View all invoices			

This pane contains:

1. Payment status icon
 - a. When clicked the *View > Invoices* page opens where you can view the individual invoice details
2. Invoice due date
3. Invoice number
 - a. Goes to the *View > Account* page
4. Account name
 - a. When clicked the *View > Invoices* page opens where you can view the invoices for the accounts you have access to
5. Total amount (without VAT)
6. View all invoices link
 - a. When clicked the *View > Invoices* page opens where you can view the invoices for the accounts you have access to

The pane may contain no data for various reasons.

1. If all the accounts you have access to have no invoices in the system
2. If you are not assigned access to any accounts
3. If you do not have *View invoices* read/write permission

In each of these cases, the *View all invoices* link will not be visible either.

6.6 Groups

This pane lists the user-defined groups.

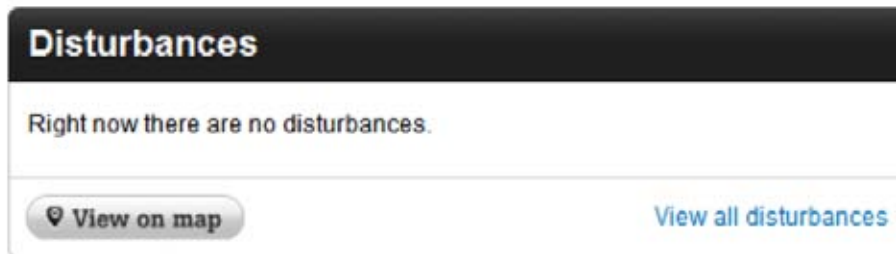


This pane contains:

1. A list of groups in alphabetical order
 - a. The format of the groups are as *Category:Group name*, for example.
Department:Sales
 - b. The number of accounts is displayed
 - c. Each group name is a link. By clicking it, you will be redirected to the *View > Groups > Department:Sales* page
2. Edit groups button
 - a. Takes you to the *Create > Add to groups* page
3. View all groups link
 - a. Takes you to the *View > Groups* page

6.7 Disturbances

This pane shows current disturbances in the network, as it does in the *View > Disturbances* page view.



This pane contains:

1. View on map button
2. View all disturbances link

6.8 Customer service

This pane provides an overview of the company's most recent submitted incidents, orders, change requests and service requests and draw your attention to items that require immediate input.

The pane is divided into four overview areas; where each module is shown only if you have the appropriate read/write permission:

1. Incidents
2. Orders
3. Changes
4. Service requests

The header of each overview is followed by a number within parenthesis, which constitutes the number of open items under each topic. For orders, changes, and service requests this means that orders are counted when not in the states of: *Draft*, *Rejected*, *Order complete*, and *Order closed*. For incidents it means that we do not count incidents that have the states: *Resolved*, *Closed* or *Cancelled*.

Customer service			
Incidents (5 open) + Create			
ID	Type	Last update	Status
5799	Datanet	2012-03-14	
5729	Mobile	2012-03-06	
5742	Fixed	2012-03-06	
5764	Mobile	2012-03-09	
5798	Datanet	2012-03-12	
View all incidents			
Orders (8 open) + Create			
ID	Type	Last update	Status
5724	Order Voice Subscription Ramavtal	2012-03-06	
1203000206	Order Direkt Anslutning with new number	2012-03-06	
1203000909	Order Voice Subscription Ramavtal	2012-03-09	
1203000513	Order Direkt Anslutning with ported number	2012-03-13	
1203000408	Order SIM Cards - mobile broadband	2012-03-13	
View all orders			
Changes (13 open) + Create			
ID	Type	Last update	Status
5725	Change add-on	2012-03-06	
1203000106	Change add-on	2012-03-06	
1203000106	Change add-on	2012-03-06	
1203000206	Change add-on	2012-03-06	
1203000306	Change add-on	2012-03-06	
View all changes			
Service Requests (3 open) + Create			
ID	Type	Last update	Status
1203000808	Request information about the Portal	2012-03-08	
1203000506	Request information about invoice	2012-03-12	
1203000713	Request information about delivery	2012-03-13	
1203001108	Resignation / Termination	2012-03-08	
View all service requests			

6.8.1 Incidents

The pane lists 5 incidents in the following priority order:

1. Incidents with the status *Pending*, in ascending order based on incident ID
2. If there is enough space left in the pane, the remaining potential incidents will be shown in the following order:
 - a. Incidents with status *Sent*, *Assigned* or *In progress* in ascending order based on incident ID
 - b. Incidents with status *Resolved* or *Closed* in ascending order based on incident ID (last update date not older than 90 calendar days)
 - c. Incidents with status *Cancelled* in ascending order based on incident ID (last update date not older than 90 calendar days)

This pane contains:

1. Incident ID
 - a. This is also a link that opens the incident details in a box
2. Type
3. Last update
 - a. Last incident update date
4. Status
5. Create button
 - a. Takes you to the *Create > Incident* page
6. View all incidents link
 - a. Takes you to the *View > Incidents* page where you can see a list of all open and historic incidents

6.8.2 Orders

The pane lists 5 orders in the following priority order:

1. Orders or quotes with the order status *Pending customer input*, in ascending order based on last order update date
2. If there is enough space left in the pane, the remaining orders will be shown in the following order:
 - i. Quotes with order status *Quote provided*, in ascending order based on last order update date
 - ii. Orders or quotes with order status *New*, *Received*, *Order in progress*, *Modified*, *Order confirmed*, *Approved* or *Not approved*, in ascending order based on order update date

- iii. Orders or quotes with order status *Rejected*, *Order completed* or *Order closed*, in ascending order based on order update date (but not older than 90 days)
- iv. Orders with order status *Draft* are not shown in the overview

This pane contains:

1. Order ID
 - a. This is also a link that opens the order details in a box
2. Type
3. Last update
 - a. Last order update date
4. Status
5. Create button
 - a. Takes you to the *Create > Order* page where you can create a new order
6. View all orders link
 - a. Takes you to the *View > Order* page where you can see a list of all open and historic orders.

6.8.3 Changes

The pane lists 5 change requests in the following priority order:

1. Changes with order status *Pending customer input*, in ascending order based on last order update date
2. If there is enough space left in the pane, the remaining changes will be shown in the following order:
 - i. Changes with order status *New*, *Received*, *Order in progress* or *Modified*, in ascending order based on order update date
 - ii. Changes with order status *Rejected* or *Order completed*, in ascending order based on order update date (but not older than 90 days)
 - iii. Changes with order status *Draft* are not shown in the overview

This pane contains:

1. Change ID
 - a. This is also a link that opens the change details in a box
2. Type
3. Last update
 - a. Last change update date

4. Status
5. Create button
 - a. Takes you to the *Create > Change* page
6. View all changes link
 - a. Takes you to the *View > Changes* page where you can see a list of all open and historic changes

6.8.4 Service requests

The pane lists 5 service requests in the following priority order:

1. Service requests with the order status *Pending customer input*, in ascending order based on last order update date
2. If there is enough space left in the pane, the remaining service requests will be shown in the following order:
 - i. Service requests with order status *New, Received, Order in progress* or *Modified*, in ascending order based on order update date
 - ii. Service requests with order status *Rejected* or *Order completed* in ascending order based on order update date (but not older than 90 days)
 - iii. Service requests with order status *Draft* are not shown in the overview

This pane contains:

1. Service request ID
 - a. This is also a link that opens the service request details in a box
2. Type
3. Last update
 - a. Last change update date
4. Status
5. Create button
 - a. Takes you to the generic *Create > Service request* page
6. View all service requests link
 - a. Takes you to the *View > Service requests* page where you can see a list of all open and historic service requests

6.9 Messages from Tele2

This pane shows general information (that is, not customer specific) from Tele2 Business, for example planned system downtime.



7

Shortcuts

- 7.1 Choose shortcut
 - 7.2 Create shortcut
-

7 Shortcuts

On several pages throughout Selfcare there are links named Add as shortcut. When you click on that link, the system asks you for a name for your shortcut and then stores your shortcut along with the context on the page, including applied filters.

You can save a maximum of 20 shortcuts.

7.1 Choose shortcut

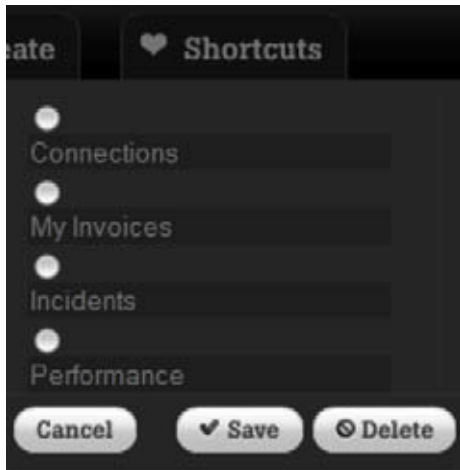
When you select Shortcuts from the main menu, the system displays a list of all your shortcuts.



This page contains:

1. List of shortcuts
 - a. Each shortcut is a link that takes you to the page you configured when creating the shortcut
 - b. Note that there is no icon associated with the shortcuts
2. Edit link
 - a. Opens a box that allows you to edit or delete shortcuts

When you select *Edit*, the system displays the following box, allowing you to manage your shortcuts:



This box contains:

1. List of shortcuts
 - a. Checkbox for deleting shortcut
 - b. Text box for changing shortcut name
2. Cancel button
 - a. Goes back to the previous page without saving any changes
3. Save button
 - a. Saves changes to shortcut names and goes back to the previous page
4. Delete button
 - a. Deleted selected shortcuts and returns to this page

7.2 Create shortcut

If you have reached the maximum number of allowed shortcuts per user, when you click *Add as shortcut* the system displays a message stating that you cannot create any more shortcuts and must delete an existing shortcut to create more.

A large, bold black number 8 is positioned on the left side of the page, serving as a chapter indicator. The background of the entire page is a grayscale image of a cloudy sky.

8

Create order/change/ service request

- 8.2 Order/change/service request overview
 - 8.3 View submitted single orders, changes and service requests
 - 8.4 Order/change/service request workflow
 - 8.5 Order approval
-

8 Create order/change/service request

Orders, changes and service requests are different types of requests that you can create and keep track of from Selfcare.

Orders are often call-offs from the framework agreement, for example additional subscriptions to new employees, but it can also be an purchase order for something outside the customer's agreement.

Changes are requests related to existing accounts, subscriptions or services, for example changing a subscription's price plan or add-on services.

Service requests are questions or generic requests for support directed to Tele2 Business Customer Service.

Orders, changes and service requests are categorized by product, that is by mobile telephony, fixed telephony and by datanet. You must first select the product before being able to select the desired type of order, change or service request. The reason for this is that most orders and changes are service related. Service requests, on the other hand, are often generic and are therefore available for all products.

You can create orders, changes and service requests from a variety of locations in Selfcare. Each time you create an order, change or service request, the context from where the user makes the request will be taken into consideration when populating the information. For example, if a change is created from a specific subscription, the affected ID will automatically be populated from the subscription ID. If the subscription was a mobile subscription, the product will be set to mobile telephony automatically.

Please note that in this first release of Tele2 Selfcare, you will only be able to track the incidents, orders, changes and service requests put through Selfcare. Items you submit through other channels will not be shown here. For example, if you call in an order by phone, it will not be able to track that order in Selfcare.

This chapter describes how orders, changes and service requests are created and are followed up. The chapter is divided into the different locations where orders, changes and service requests can be created from.

8.1.1 Create order

You can create two types of orders: a purchase order or a quote. The main difference is that a quote will never be processed further than the state *Quote provided*. If you accept the quote a purchase order is created from the quote and processed separately. In this section both types are simply called orders and only when instructions are different for purchase orders and quotes are the two called by name.

You can create a generic new in two ways:

1. Select *Create > Order* from the main menu
2. Click *+Create* next to the *Orders* section in the *Customer service* pane on the dashboard

The page looks like this:

TELE2 Business | Overview | View | + Create | Shortcuts | My account | Logout

Start > Create > Order

Create order (Status: New) | Add as a shortcut

Service information

Mobile: [dropdown]

Tele 2 Maxi: [dropdown]

Service add on: [list]

Volume: [input]

Number series: [input] - [input]

Affected ID: [Add more]

Select affected ID(s): 0735556667, 0701112223, 0734445556

Free text information: [text area]

Attach a document: [Browse]

General information

Order type: Order | Quote

Order date: 2011-02-01

Requested delivery date: 2011-03-01

Location: [input]

Creator name: [input]

Creator address: [input]

Contact name: [input]

Contact email: [input]

Customer internal case ID: [input]

Agreement number: 678

Organisation number: 70970990678

Account number: 3436

Location/Billing address: Address

Order description

This is the description of the order. It is the text that will help the user understand what fields to enter and what other information may be required by Tele2 to fulfill the order.

Cancel | Save as draft | Submit order

On this page you fill in service information and general information.

Service information

This page contains:

1. Select product type dropdown
 - a. Possible values:
 - i. Mobile
 - ii. Fixed
 - iii. Datanet
 - b. When you make a selection
 - i. The page is refreshed
 - ii. The *Select service* dropdown is enabled
2. Select service dropdown
 - a. Initially disabled, but enabled once you make a choice in the *Select product* type dropdown. Then this list is populated with the services available for the selected product and general non-product related services
 - i. When you make a selection
 1. The page is refreshed
 2. Fields configured for this order are displayed (* indicates mandatory)
 - a. Service name
 - b. Add-on services
 - i. All available add-on services are displayed. Check the checkbox for each desired add-on service
 - ii. Not configured for all orders, depends on type
 - c. Volume *
 - i. Indicate order quantity here, default is 1. The number must be positive and maximum length is 5 characters
 - ii. Not configured for all orders, depends on type
 - d. Number series
 - i. Indicate which number series the order should be applied to. "From" number in the left field and "to" number in the right field
 - ii. Not configured for all orders, depends on type

3. Affected ID +Add more button

- a. When clicked this opens a box for you to select accounts, subscriptions or connections to add that the order should be applied to. For more information about selecting affected IDs, please see the [Add affected IDs](#) section
 - i. If the service selected is available at the account level, accounts are available to be selected in the box by choosing the *Accounts* tab
 - ii. If the service selected is available at the subscription level, subscriptions are available to be selected in the box by choosing the *Subscriptions* tab
 - iii. If the service selected is available at the connection level, connections are available to be selected in the box by choosing the *Connections* tab
 - iv. You can only select one type of object (account, subscription, connection) for any given order
 - v. If you open the box a 2nd time (or more) after having made selections previously, the account, subscription or connection lists will show all accounts, subscriptions and connections with the ones previously selected un-checked
 1. Opening the Affected ID's box always shows all accounts/subscriptions/connections that you have access to
 - a. They are all always unchecked
 - b. The selected counter will always show 0 initially (even though you have previously selected IDs)
 - c. The box will also contain affected IDs you may previously have selected. Selecting them again does not add them a 2nd time
 2. Only the tab that is the same type as your previous selection will be shown in the box
 - a. So if you previously selected subscriptions only the *Subscription* tab is available in the box
 3. When you have made your selections and clicked the *Add accounts/subscriptions/connections* button, only the selections made to the last tab you were in will be submitted
 4. Selected IDs chosen in the Affected ID(s) box will be listed next to the Affected IDs *+Affected ID* button
 - a. Next to each selected ID, there will be a small "x" button that when clicked removes the selected ID from the list
 - b. If there are more than 20 selected IDs an ellipsis is shown next to the Affected IDs button. In this case you cannot remove selected IDs. You will need to cancel the order and start again

3. Free text information

- a. Please always use this area to provide detailed information regarding the order to Tele2
- b. Please populate according to the directions as specified under *Order description*
- c. The information is kept with the order and provides the dialog history between you and Tele2 on the specific order

4. Attach document button

- a. Here you can upload attachments to the order, one file at a time
- b. Each time a file is uploaded, it will appear as a link in the order that when clicked will download the file
- c. A maximum of 5 files can be uploaded (smaller than 5 MB per file)

General information

1. Order type radio button

- a. Options are *Order* and *Quote*, default is *Order*
- b. Indicates whether this order is a purchase order or a request to get a quotation from Tele2 Business

2. Order date

- a. Will be preset to the creation date of the order by Selfcare
- b. Read-only
- c. When the order gets submitted to Tele2 Business, this date is updated to the date the order was submitted

3. Requested delivery date

- a. Can be changed using calendar pop-in selector
- b. This defaults to a preset number of days ahead of the order date based on configurations for fixed, mobile and datanet services
- c. If you choose a date that is sooner than the preset date, an error message displays

4. Location dropdown

- a. Populated with the list of known locations for your company (if applicable)
- b. When you select a value, it populates the *Contact* dropdown for all known contacts valid for that location (if applicable)

5. Creator name
 - a. First and last name from your user profile
 - b. Read-only
6. Creator email
 - a. Email address from your user profile
 - b. Read-only
7. Contact dropdown
 - a. Populated with the list of known contacts for your company (if applicable)
 - i. First name + last name + role + phone number
 - ii. If you choose a value from the *Location* dropdown, this dropdown re-populates to only show contacts specific to that location
8. Contact name
 - a. Pre-populated with first name + last name when you make a selection from the *Contact* dropdown
 - b. If value in *Location* dropdown changes, any value previously entered in this field is removed because it might not be applicable to the new location selected
9. Contact email
 - a. Pre-populated with email address when you make a selection from the *Contact* dropdown
 - b. If value in *Location* dropdown changes, any value previously entered in this field is removed because it might not be applicable to the new location selected
10. Customer internal case ID
 - a. Optional information
 - b. Enter your internal case ID for the order (if there is one). Maximum of 50 characters
 - c. No validation done
11. Agreement number
 - a. Related to the order. A maximum of 3 numbers, followed by ellipsis if there are more
 - b. Read-only

12. Organization number

- a. Initially populated to be a comma separated list of all organization number belonging to your company
 - i. As you select accounts, subscriptions or connections this list is refreshed (reduced) to only show the organization numbers to which the selected objects belong
 - ii. Maximum of 3 organization number is shown, if there are more truncate with ellipsis (...)
- b. Read-only

13. Account number

- a. If a single account or subscription is selected, the account number or account number associated with the subscription number is displayed, for bulk orders ellipsis (...) will be displayed

14. Location/billing address

- a. If the order is related to a specific connection, the site address is displayed
- b. If the order is related to a billing account, the billing address is displayed

15. Order description

- a. This is detailed information that should assist you in understanding the service you have chosen and therefore being able to provide the information needed by Tele2 Business to fulfill the order

16. Cancel button

- a. The order is closed without saving it or submitting it

17. Save as draft button

- a. Saves the order as a draft

18. Submit order button

- a. The system checks if approval process is configured for your organization
 - i. If yes, order enters approval process (detailed later in the manual)
 - ii. If no, order is submitted to Tele2 Business (detailed later in the manual)

8.1.2 Create change

You can create a generic new change in two ways:

1. Select *Create > Change* from the main menu
2. Click *+Create* button next to the *Changes* section in the Customer service pane on the dashboard

Please note that this page uses with one exception the same fields as the page for *Create order*. The exception is the *Order type* radio button for selecting order or quote, which does not exist for changes. In this section we are referring to section *Create order* – generic ([Create order](#)) for details about the fields unless it is different in this page.

This page contains:

1. Select product dropdown
 - a. See [Create order](#)
2. Select servic dropdown
 - a. See [Create order](#)
 - b. Add-on services
 - i. Select which add-on services to be changed
 - ii. Not configured for all changes, depends on type
 - iii. All available add-on services are displayed with three checkboxes
 1. On
 - a. Check if you want to turn this add-on service on
 2. Off
 - a. Check if you want to turn this add-on service off
 3. No change
 - a. Checked by default
 - b. Indicates that the add-on service shall not be changed regardless of whether it's currently on or off
3. For information on the rest of this page, please refer to the chapter [Create order](#)

8.1.3 Create service request

You can create a generic new service request in two ways:

1. Select *Create > Service request* from the main menu
2. Click *+Create* button next to *Service requests* in *Customer service* pane on the dashboard

Please note that this page uses the same fields as the page *Create order*. There are three exceptions: the *Order type* radio button for selecting order or quote does not exist for service requests, requested delivery date is not entered for service requests and at last, the field *Invoice number* can be entered only on Service requests. In this section we are referring to section 9.1.1 Create order – generic ([Create order](#)) for details about the fields unless it is different in this page.

Examples of service requests include requesting information about agreements, invoices or other questions. Please make sure you explain your service request as thorough as possible in the free text information box.

8.1.4 Add affected ID

As part of the creation of generic orders, changes and service requests you will be able to select one or more accounts, subscriptions or connections to add to the order, change or service request.

You will only ever be able to add one type of affected ID to a single order, change or service request, so either accounts, subscriptions or connections, never a combination of object types.

Depending on which *Select service* values you selected a box opens with tabs for accounts, subscriptions or connections.

An example scenario to illustrate how this box work is:

1. You choose mobile, fixed or datanet so Selfcare already knows the type of product you are going to create an order/change/service request for
2. You choose, for example, a service that is configured to be available at account, subscription, and connection level so you should be able to select any one of those service object types
3. You click *+Add affected IDs* and view the box below with all 3 tabs available
4. You can select one/multiple accounts or one/multiple subscriptions or one/multiple connections
 - a. Assume you select 10 mobile subscriptions
 - b. This means you have only selected one product type (mobile, fixed, datanet) and one service object type (account, subscription, connection) at this stage

5. You now click the *+Add accounts / +Add subscriptions / +Add connections* button (depends on whether you selected accounts, subscriptions or connections) and the box closes
 - a. The affected IDs section of the page now shows the 10 mobile subscription numbers you selected
6. You can now
 - a. Configure and submit the order, change or service request, or
 - b. Click *+Add affected IDs* again
 - i. In this case the box only shows the single product (mobile, fixed, datanet) and single service object type (accounts, subscriptions, connections) previously selected
 1. In this case only the subscription tab shows, and it only shows mobile phones

8.1.5 Create specific order/change/service request

There are several places in Selfcare where you can create specific account, subscription or connections orders, changes and service requests.

1. From the overview page (*View > Accounts*, *View > Subscriptions* and *View > Connections*) for accounts, subscriptions or connections
 - a. You can create an order/change/service request on
 - i. Single accounts, subscriptions or connections
 1. In this scenario the single service object details pre-populate the order/change/service request initially
 - ii. Multiple (bulk) accounts, subscriptions or connections
 1. In this scenario no object details are pre-populated (except ID)
 - b. See the section on accounts, subscriptions and connections in the manual for details on how this is done
2. While viewing the details of a single account (*View > Accounts > 123456*), subscription (*View > Subscriptions > 070 123 4567*) or connection (*View > Connections > 23456*)
 - a. You can create an order/change/service request on:
 - i. Single accounts, subscriptions or connections
 1. In this scenario the single service object details pre-populate the order/change/service request initially
 - b. See the section on accounts, subscriptions and connections in the manual for details on how this is done

8.1.6 Create specific order/change/service request – single

Creating an order/change/service request on a single account, subscription or connection pre-populates the order/change/service request page with that service object's details.

See the relevant [Create order – generic](#), [Create change – generic](#) and [Create service request – generic](#) portions of the manual for what each screen looks like.

The following apply in this scenario:

1. When they appear, the pre-populated details in the form will be (* indicates read-only)
 - a. Select product *
 - b. Select service
 - i. Pre-populated with the available services for the pre-selected product
 - ii. Depending on your selection, different fields can be revealed on the order, some of which will be read-only. See [Create order](#) for more details
 1. The *+Add* button in the affected ID portion of the page, when clicked, will only show the account, subscription or connection tab based on the object type you initially selected
 - a. Only accounts, subscriptions or connections of the same product as the original one you selected will be displayed
 - i. Type filter will be read-only and set to your selected object's product type

8.1.7 Create specific order/change/service request – bulk

All objects you select need to be of the same product type so the product type can be pre-populated in the order/change/service request.

Selfcare will check this. If you have chosen service objects of a different type, an error message will be displayed explaining what the problem is.

See the relevant [Create order – generic](#), [Create change – generic](#) and [Create service request – generic](#) section of the manual for what each screen looks like.

The following apply in this scenario:

1. When they appear, the pre-populated details in the form will be (* indicates read only)
 - a. Select product *
 - i. Pre-set to the product that the account/subscription/connection belongs to

- b. Select service
 - i. Pre-populated with the available services for the pre-selected product
 1. Depending on your selection, different fields can be revealed on the order, some of which will be read-only. See [Create order](#) for more details
 - a. The *+Add more* button in the affected ID portion of the page, when clicked, will only show the account, subscription or connection tab based on the object type you initially selected
 - b. Only accounts, subscriptions or connections of the same product as the original one you selected will be displayed
 - c. Type filter will be read-only and set to your selected object's product type

8.2 Order/change/service request overview

It is possible to view a list of all open and historic requests in the system in several ways:

1. From the dashboard
2. From *Select View > Subscriptions*, then choose a subscription. *View Orders, changes & service requests* tab
 - a. This list only contains order/change/service requests relating to that subscription
 - i. Order/change/service request for that single subscription or bulk order/change/service request where one of the subscriptions is that subscription
3. Select *View > Accounts*, then choose an account. *View Orders, changes & service requests* tab
 - a. This list only contains order/change/service request's relating to that account
 - i. Order/change/service request for that single account or bulk order/change/service request where one of the accounts is that account
4. Select *View > Connections* then choose a connection. *View Orders, changes & service requests* tab
 - a. This list only contains order/change/service requests relating to that connection
 - i. Order/change/service request for that single connection, or bulk order/change/service request where one of the connections is that connection

5. Select *View > Orders*, *View > Changes* and *View > Service requests* from the main menu
 - a. All orders, changes and service requests in your organization are shown respectively

While the first 4 possibilities are covered in other sections of the manual, the 5th possible page will look like this (Note that *View > Changes* and *View > Service requests* will work the same way as *View > Orders* with minor differences which are listed below in this section):

Start > View > Orders

Orders 1-4 of 4 ♥ Add as shortcut ?

All types ▾ All statuses ▾ Date range From: To: Update filter

☒ View open ☐ View history

Number of results per page: 25 ▾

Status ▾	Order ID ▴	Type ▾	Created ▾	Last update ▾	Product ▾	Subject ▾	ID ▾	Order by ▾	CIT ID ▾	Details
----------	------------	--------	-----------	---------------	-----------	-----------	------	------------	----------	---------

This page contains:

1. Filters (* indicates that the page is automatically filtered immediately after you select something in the filter)
 - a. Types * – this filter is only applicable in *View > Orders*
 - i. Order
 - ii. Quote
 - b. Status*
 - i. See [Order/change/service request workflow](#) section of the manual for explanation of status
 - ii. Will be:
 1. Draft
 2. Draft – pending approval
 - a. Only applicable to type Order
 3. New
 4. Received
 5. Requires customer input
 6. Modified
 7. Rejected
 8. Quote provided

- a. Only applicable to type Quote
- 9. Pending customer approval
- 10. In progress
- 11. Complete
- 12. Closed
- 13. Cancelled
- 14. Transferred to sales
- 15. Not approved
- iii. Date range
 - 1. Has calendar pop-in
 - 2. Same date validation as elsewhere in Selfcare
 - 3. Inputs
 - a. From date, relates to order date
 - b. To date, relates to order date
- iv. Update filter button
 - 1. Used to filter on “from” and “to” dates
- 2. Radio boxes to choose whether to view open or historic order/change/service requests
 - a. View open (default)
 - i. Shows all order/change/service requests that have a state that is not: cancelled, closed, complete or rejected
 - b. View history
 - i. Shows all order/change/service requests that have a state that is: cancelled, order closed, order complete or rejected
- 3. Order/change/service request results table
 - a. Columns
 - i. Status
 - ii. Order ID
 - 1. Unique ID of the order/change/service request
 - a. This ID will be an internal Selfcare ID it has been submitted to and received by Tele2 Business (from which time it is the same in Selfcare as in Tele2 Business’s internal case handling system)

2. Link that when clicked [opens](#) the order/change/service request in a box
- iii. Order type
 1. Only applicable in *View > Orders*
- iv. Order date
 1. Date the order/change/service request was submitted to Tele2 Business or in the case of a draft order when the order was created
- v. Last update
 1. The last date the order/change/service request was updated
- vi. Product
 1. Type of product ordered
- vii. Subject
- viii. ID
 1. The account, subscription or connection number
 - a. Link that when clicked goes to *View > Accounts > 123456*, *View > Subscriptions > 070 123 4567* or *View > Connections > 23456*
 2. If order/change/service request was bulk, ellipsis (...) displays
- ix. Ordered by
- x. CIT ID
 1. Customer internal case ID. Optionally entered by you when creating the order/change/service request
- xi. Details
 1. When clicked *View* [opens](#) the order/change/service request in a box

8.3 View submitted single orders, changes and service requests

Open and closed orders, changes and service requests can be viewed, and in some cases edited, in a box.

The box contains exactly the same information as what is specified in the [Create order/change/service request](#) section of the manual, along with any message logs from previous actions on the order/change/service request.

8.3.1 Order/change/service request box – read/write

Depending on the state of the order/change/service request, all fields will be read-only except for the following:

1. Draft
 - a. All fields can be changed
2. Draft – pending approval and quote provided
 - a. Text message and contact details can be updated
3. New, Received, Request customer input, Modified, Quote provided and In progress
 - a. Text message and contact details can be updated
 - i. During processing of the order/change/service request you can send messages to Tele2 Business regarding the order/change/service request, and update your contact details should they change during the course of the process
 - b. Files can be attached

8.3.2 Order/change/service request box – actions

Depending on the order, change or service request's state, different buttons will be available on the page. These buttons will also only be available for users that have correct permissions to perform the actions.

The following table shows the actions that should be available for the various states, and the users that should be allowed to perform the action:

1. Save as draft
 - a. Only applicable before the order/change/service request is submitted
 - b. Saves the order/change/service request without sending it to Tele2 Business for processing or to an internal approver of the order
2. Cancel
 - a. Only applicable for orders/changes/service requests that has not been submitted or saved as draft
 - b. Closes the order/change/service request without saving
3. Submit
 - a. Only applicable for orders/changes/service requests that has not been submitted or saved as draft
 - b. Submits the order/change/service request to Tele2 Business or, if you have internal order approvers, sets the status to *Draft – pending approval* and alerts the current approver

4. Approve
 - a. Applicable for orders that have status *Draft – pending approval* and *Quote provided*
 - b. Only the current order approver is allowed to approve the order
 - c. Submits the order/change/service request to Tele2 Business or, if you have more internal order approvers alerts the next approver
5. Cancel order
 - a. For orders with status *Draft – pending approval*, this button is only applicable for the current approver
 - i. Sets the status of the order to *Cancelled*, which effectively stops the order for further processing
 - b. For orders/changes/service requests with status *Draft*, *New*, *Received* and *Pending customer input*, this button is applicable to users with order permissions
 - i. Sets the status of the order to *Cancelled*, which effectively stops the order for further processing
6. Close
 - a. Closes the order/change/service request without saving any changes
7. Update
 - a. Only applicable to orders/changes/service requests with status “New”, “Received”, “Modified”, “Pending customer approval” and “In progress”
 - b. Submits the changed order/change/service request to Tele2 Business

8.4 Order/change/service request workflow

There will be several states that an order/change can go through before it is closed.

8.4.1 Order/change/service request workflow – notifications & work log

It is necessary to notify Selfcare users and Tele2 Business Customer Service agents whenever an order/change/service request is changed. It is also important to keep a log of all activities so a history on the order/change/service request can be viewed at any time. This section describes which notifications get sent, and which work log entries get created.

1. When you alter an order/change/service request in any way Selfcare will notify Tele2 Business of the change
 - a. Exceptions are any actions performed to an order/change/service request in “Draft” or “Draft – pending approval” status

- i. In these cases special approval/rejection emails get sent to other Selfcare users in your organization
 1. Approvals
 - a. If there are more approvers configured
 - i. Email is sent to next approver
 - b. If there are no more approvers configured
 - i. Order/change/service request is automatically submitted (see below for details)
 2. Rejections
 - a. A rejection email is sent to you and also to the contact email address, if this address was provided when creating the order/change/service request.
2. When Tele2 Business alters an order/change/service request in any way, Selfcare will send you an email about the update/change and also to the contact's email, if this was provided when creating the order/change/service request.
3. These emails will contain a summary of the order/change/service request every time they are sent
4. Selfcare will log any activity to the work log for each order/change/service request
 - a. Fields required in the work log will be:
 - i. Date and timestamp
 - ii. First and last name of person (organization user) performing action
 - iii. Action performed
 - iv. Any text entered in the text message field

8.5 Order approval

Organizations that have one or more approvers configured will have any submitted orders go through an approval process.

8.5.1 Order approval – configuration

Only Super users will be able to configure an organization's approval structure.

See *My account – Company profile* section of the manual for details on how this is configured.

8.5.2 Order approval – approval flow

When you submit an order, Selfcare will check if your organization has any approvers configured for the product type of the order submitted. If so the order stays in the Draft state until it is approved by all the required approvers.

Each time an approver accepts/cancels an order, that action is detailed in the message log. This log contains:

1. Date and timestamp
2. First and last name of approver
3. Any message the approver chooses to add as they perform the action
4. Whether the order has been accepted/cancelled
 - a. If accepted, the name of the next approver that needs to approve the order if there is one
 - i. If there is not another approver the order is submitted to Tele2 Business
 - b. If cancelled, the order enters the *Cancelled* state and no more actions can be performed on it
5. As in the rest of the order flow, passing the order in its draft state from one user to another must generate an email to the user it gets passed to.

9

Incident management

- 1.1 Create generic incident from “create > incident”
- 1.2 Create incident – from details
- 4.3 Overview – create incident
- 1.3 View incident

9 Incident management

Incidents are technical issues that are preventing you from using the subscriptions, connections or equipment from Tele2 Business the way it is supposed to. Reporting incidents sends the case to Tele2 Business Technical Customer Support for investigation and solution. Since there are differences between mobile telephony, fixed telephony and datanet, all incidents are reported by product type. You can follow the incidents that you report in Selfcare until completion in Selfcare.

Incidents can be created against:

1. Subscriptions
 - a. Mobile telephony
 - b. Fixed telephony
2. Connections
 - a. Datanet

Note that users need to have their access permission set to *Read/Write* for *Create incidents* to view any of the incident creation/view/management pages.

9.1 Create generic incident from “Create > Incident”

When you select *Create > Create incident* from the main menu, the system displays the following page:

Product Mobile

Select Incident type:

- ☐ Dropped call
- ☐ Poor call quality
- ☐ Cannot connect to data service
- ☐ Slow data service speed
- ☐ SMS
- ☐ MMS
- ☐ MEX
- ☐ Mobile switch
- ☐ Other

Incident priority:

- ☐ Critical
- ☐ High
- ☐ Medium
- ☐ Low

Affected mobile phone number

Affected phone number: + Add

Incident description

When did the incident occur:

Describe the incident:

Example

Provide information about when a problem occurs:

Calling number:

Called number:

Date:

Time:

Contact details + Add second contact

Contact name:

Contact phone number:

Contact email address:

Preferred type of contact: ☒ Phone ☐ SMS ☐ Email

Cancel
Submit incident

First populate the product according to the incident you are reporting. Then, depending on your choice, you will either be provided with the mobile, fixed or datanet incident form.

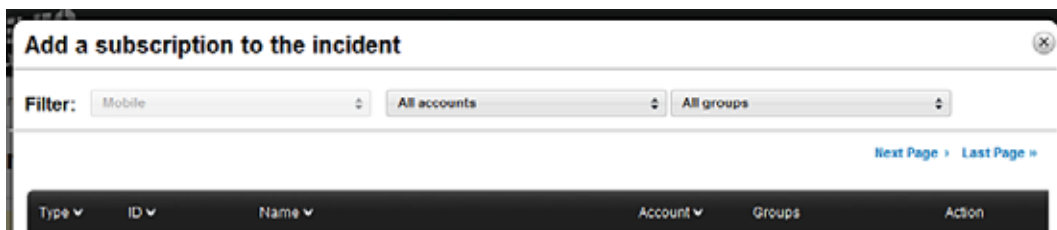
From this page only mobile subscriptions, fixed subscriptions and datanet connections can be added to the incident. And in each case, only a single subscription or connection can be added.

Contact details, which are common to all types of incidents, will be displayed on the page before the product is selected. These details are for the person creating the incident and some fields are read only (detailed later in the manual).

9.1.1 Create mobile incident from generic

Mandatory fields are marked with an asterisk (*).

1. Product dropdown *
 - a. Select *Mobile*
 - b. Depending on which product type selected here, some dynamic parts of the page change after selection. The mobile-specific portions of the page are explicitly listed here:
2. Select incident type *
 - a. Tick one of the following radio buttons:
 - i. Dropped call
 - ii. Poor call quality
 - iii. Cannot connect to data service
 - iv. Slow data service speed
 - v. SMS
 - vi. MMS
 - vii. MEX functionality
 - viii. Mobile switch functionality
 - ix. Other
3. Affected mobile phone number *
 - a. MSISDN – the phone number (only single phones accepted) the incident report concerns
 - i. This will be pre-populated if the incident report is created from a subscription
 - b. If you have checked incident type MEX or mobile switch, the system should prompt you with:
 - i. Fixed phone number
 - ii. Extension number
 - c. When you click *+Add*, a box opens with all mobile subscriptions



- i. You can filter on
 1. Type: *Mobile* only in this case
 2. Account (dropdown of all mobile accounts you have access to)
 3. Groups (groups will be listed in the following format *Department: Sales*)
 - ii. Select the single mobile subscription by clicking the *+Add* button
 1. The box closes and you go back to your (now populated with affected mobile number) incident form
4. *Example**
- a. Provide an real example of the incident using the following fields:
 - i. Calling number *
 1. Your own number if dialing out, or the number calling you
 2. Please put '-' if number is not known or if it's not relevant.
 - ii. Called number *
 1. The number you called if dialing out, or else your number
 2. Please put '-' if number is not known or if it's not relevant.
 - iii. Date *
 1. Use calendar pop-in selector
 - iv. Time *
 1. Format HH:MM
5. Incident priority *
- i. 1) Critical
 - ii. 2) High
 - iii. 3) Medium
 - iv. 4) Low
6. Incident description *
- a. When did the incident occur?
 - b. Incident description
 - c. Is the incident related to a location: Yes/No
 - i. If Yes, enter address of location next to radio button
 - d. Are other users affected by the same incident: Yes/No
7. Contact details. First contact is the person who creates the incident:
- a. The contact details are pre-populated, and not editable, with your details

as you are entering the incident

- b. The system provides the following fields:
 - i. Contact name *
 1. Pre-populated, not editable
 - ii. Contact phone number *
 1. Pre-populated, editable (in case you do not have a contact number configured in your profile)
 - iii. Contact email address
 1. Pre-populated, not editable
 - iv. Preferred type of contact: phone/SMS/email (default value phone) *
- c. When you click the *+Add* second contact button, a box opens with the same fields as above
 - i. If a second contact is added, the button does not display anymore, so you cannot add a 3rd contact
8. Cancel button
 - a. Cancels the incident and resets page
9. Submit incident button
 - a. Submits the incident to Tele2 Business
 - b. Opens a new *Create incident* page with the empty form

9.1.2 Create fixed incident from generic

Mandatory fields are marked with an asterisk (*).

1. Product dropdown *
 - a. Select *Fixed*
 - b. Depending on which product type you selected here, some dynamic parts of the page change after selection. The fixed-specific portions of the page are explicitly listed here
2. Select incident type *
 - a. Tick one of the following radio button options:
 - i. Incoming and outgoing calls
 - ii. Incoming calls only
 - iii. Outgoing calls only
 - iv. Dropped calls

- v. Poor call quality
 - vi. Other
- 3. Affected phone number* / Phone number series
 - a. Phone number – the phone number that the incident report concerns, must be pre-populated if the incident report is created from installed base.
 - b. Phone number series – free text field to populate one or many number series affected by the incident
 - i. Optional to populate and no validation
- 4. When you click the *+Add* button, a box opens with all fixed subscriptions
 - i. You can filter on:
 - 1. Type: *Fixed* only in this case
 - 2. Account (dropdown of all fixed accounts you have access to)
 - 3. Groups (groups to be listed in the format *Department:Sales*)
 - ii. Select the single fixed subscription with *+Add* button
 - 1. The box closes and you go back to your (now populated with affected fixed number) incident form
- 5. Example*
 - a. Provide a real example of the problem using the following fields:
 - i. Calling number
 - 1. Your own number if dialing out, or the number calling you
 - 2. Please put '-' if number is not known or if it's not relevant.
 - ii. Called number
 - 1. The number you called if dialing out, or else your number
 - 2. Please put '-' if number is not known or if it's not relevant.
 - iii. Date
 - 1. Use calendar pop-in selector
 - iv. Time
 - 1. Format HH:MM
- 6. Incident priority*
 - i. 1) Critical
 - ii. 2) High
 - iii. 3) Medium
 - iv. 4) Low

7. Incident description *

- a. When did the incident occur?
- b. Incident description
- c. Is the service down: Yes/No
- d. Service working sometimes: Yes/No
- e. Are all users affected by the same incident: Yes/No
- f. Are some user not affected by incident: Yes/No
- g. Has the PBX been restarted: Yes/No
- h. Is it possible to make internal phone calls: Yes/No
- i. Has the incident been reported to PBX supplier: Yes/No
- j. Name and contact info to PBX supplier
- k. Is the modem reporting alarm: Yes/No
 - i. If Yes, which LED indicators are on and which are off
 - ii. If Yes, what colors are the LED indicators showing
 - iii. FB number (if applicable)

8. Contact details. First contact is person who is creating the incident:

- a. The contact details are pre-populated, and not editable, with your details as you are entering the incident
- b. The system will provide the following fields:
 - i. Contact name *
 - 1. Pre-populated, not editable
 - ii. Contact phone number *
 - 1. Pre-populated, editable (in case you don't have a contact number configured in your profile)
 - iii. Contact email address
 - 1. Pre-populated, not editable
 - iv. Preferred type of contact: Phone/SMS/email (default value phone) *
- c. When you click the *+Add* second contact button, a box opens with the same fields as above
 - i. If a second contact is added, the button does not display anymore, so you cannot add a 3rd contact

9. Cancel button

- a. Cancels the incident and resets page

10. Submit incident button

- a. Submits the incident to Tele2 Business

9.1.3 Create datanet incident from generic

Mandatory fields are marked with an asterisk (*).

1. Product dropdown*

- a. Select *Datanet*
- b. Depending on which product type selected here, some dynamic parts of the page change after selection. The datanet-specific portions of the page are explicitly listed here

2. Select incident type *

- a. Tick one of the following radio button options:
 - i. Service down
 - ii. Packet loss
 - iii. Disturbance
 - iv. Interruption
 - v. Routing error
 - vi. Incoming/outgoing call
 - vii. Other

3. Affected installation and service *

- a. Installation ID – the installation ID the incident report concerns, must be pre-populated if the incident report is created from connections
- b. SPAN Order ID – pre-populated if the incident report is created from connections
- c. Service – pre-populated if the incident report is created from connections

4. When you click the *+Add* button, a box opens with all datanet connections.

- a. You can filter on
 - i. City: (dropdown with all different cities where the connections are located)
 - ii. Services: (dropdown with all different services in the list)
 - iii. Capacity: (dropdown with all different capacities in the list)
- b. You select the single datanet connection by clicking the *+Add* button
 - i. The box closes and you go back to your (now populated with affected connection) incident form

5. Incident priority (no default) *
 - i. 1) Critical
 - ii. 2) High
 - iii. 3) Medium
 - iv. 4) Low
6. Incident description *
 - a. When did the incident occur?
 - b. Incident description
 - c. Is the service down: Yes/No
 - d. Service working sometimes: Yes/No
 - e. Are all users affected by the same incident: Yes/No
 - f. Are some user not affected by incident: Yes/No
 - g. Name of equipment supplier
 - h. Is equipment reporting alarm: Yes/No
 - i. If Yes, which LED indicators are on and which are off
 - ii. If Yes, what colors are the LED indicators showing
 - i. Was the modem or fiber converter restarted: Yes/No
 - j. Is it possible to ping the default gateway: Yes/No
 - k. Relevant IP-addresses
 1. Affected phone numbers / Phone number series
7. Contact details. First contact is person who is creating the incident:
 - a. The contact details are pre-populated, and not editable, with your details as you are entering the incident
 - b. Provide the following fields:
 - i. Contact name *
 1. Pre-populated, not editable
 - ii. Contact phone number *
 1. Pre-populated, editable (in case you don't have a contact number configured in your profile)
 - iii. Contact email address
 1. Pre-populated, not editable
 - iv. Preferred type of contact: Phone/SMS/email (default value phone) *

- c. When you click the *+Add* second contact button, a box opens with the same fields as above
 - i. If a second contact is added, the button does not display anymore, so you can't add a 3rd contact
- 8. Cancel button
 - a. Cancels incident and resets page
- 9. Submit incident button
 - a. Submits the incident to Tele2 Business

9.2 Create incident – from details

While viewing a single account, subscription or connection's details, you can create an incident directly. In these cases, the details of the object being viewed are carried across to the incident details and become read only.

All fields remain the same as the generic forms mentioned in the sections above, except where specified.

9.2.1 Create account incident

When you select *View > Accounts > 123456789* from the main menu, you have two ways to open an account-specific incident. In both cases the *Create incident* form opens in the page, under the incident tab.

The screenshot displays the Tele2 Business web interface. At the top, there's a navigation bar with 'Overview', 'View', 'Create', and 'Shortcuts' buttons, along with 'My account' and 'Logout' links. Below this, the breadcrumb trail reads 'Start > View > Accounts > 01000100-11'. The main section is titled 'Account details' and shows the account ID '01000100-11'. It includes an 'Invoice address' section with fields for Name, PO, Address, and City. An 'Edit' button is next to the account ID. Below the account details, there's a tabbed interface with 'Add-on services', 'Subscriptions', 'Invoices', 'Incidents', and 'Orders, Changes & service requests'. The 'Incidents' tab is active, showing a '+ Create incident' button. A 'Choose action...' dropdown menu is also visible. The bottom of the page shows 'View open' and 'View history' buttons, and a message stating 'No incidents were found.'

1. Choose *Create incident* in the *Action* dropdown
2. Click *+Create incident report* button

Known fields will pre-populate the page, and not be editable. These fields differ depending on whether the account is fixed or mobile. Some fields are also restricted based on the account selected.

9.2.3 Create subscription incident

When you select *Start > View > Subscriptions > 0701234567* from the main menu, you have two ways to open a subscription-specific incident. In both cases the *Create incident* form opens in a page (please refer to the chapter *Create account incident* for picture example).

1. Choose *Create incident* in the *Action* dropdown
2. Click *+Create new incident report* button

Known fields will pre-populate the page, and not be editable. These fields differ depending on whether the subscription is fixed or mobile. Some fields are also restricted based on the account selected.

9.2.4 Create connection incident

When you select *Start > View > Connections > 234123* from the main menu, you have two ways to open a connection-specific incident. In both cases the *Create incident* form opens in a page (please refer to the chapter *Create account incident* for picture example).

1. Choose *Create incident* in the *Action* dropdown
2. Click *+Create new incident report* button

Known fields will pre-populate the page, and not be editable. These fields differ depending on whether the subscription is fixed or mobile. Some fields are also restricted based on the account selected.

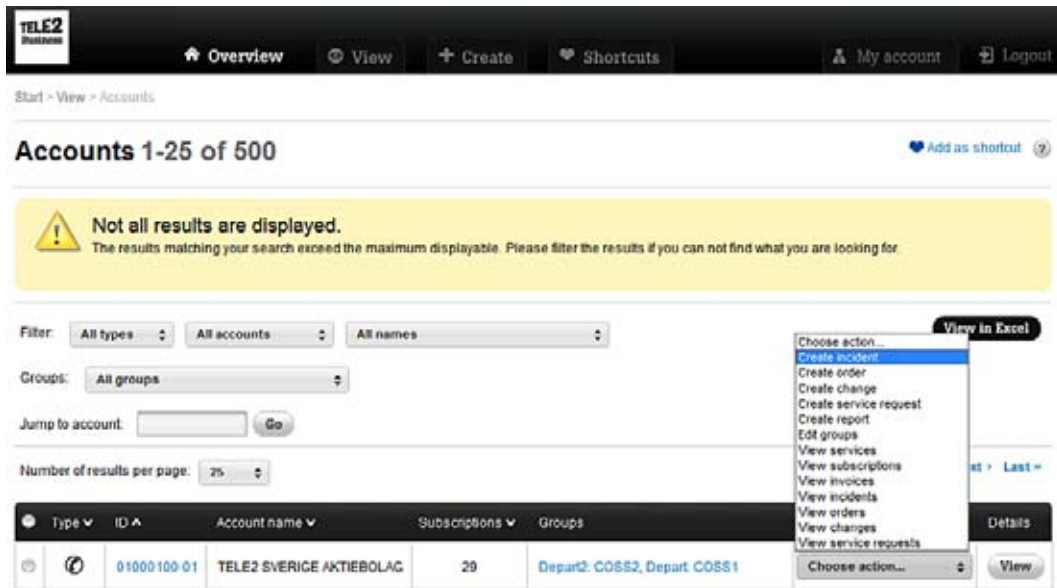
9.3 Overview – create incident

While viewing a list of all accounts, subscriptions or connections, you can create an incident directly for a single account, subscription or connection. In these cases, the details of the object being viewed are carried across to the incident details and become read only.

All fields remain the same as the generic forms mentioned in the sections above, except where specified.

9.3.1 Overview – create account incident

When you select *View > Accounts* from the main menu, you can open an account-specific incident by choosing the *Create incident* option in the *Action* dropdown.



The *Create incident* form opens in a page.

9.3.2 Overview – create subscription incident

When you select *Start > View > Subscriptions* from the main menu, you can open a subscription-specific incident by choosing the *Create incident* option in the *Action* dropdown. The *Create incident* form opens in a page. Please refer to the chapter *Overview – create account incident* for a picture example.

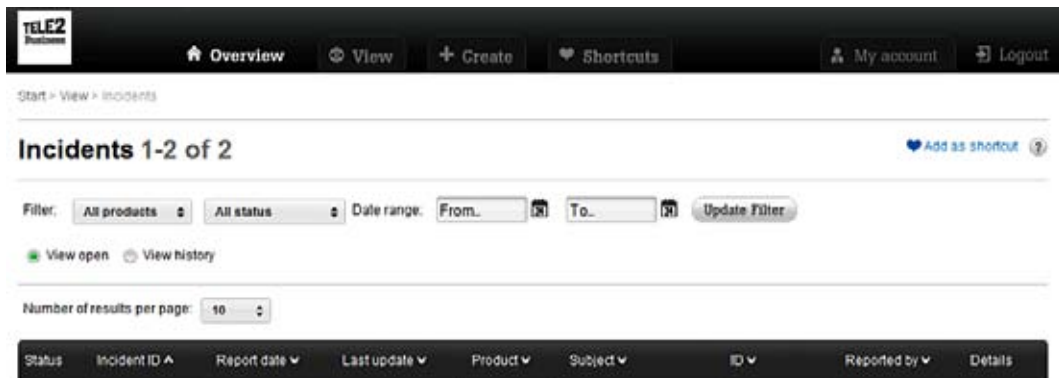
9.3.3 Overview – create connection incident

When you select *Start > View > Connections* from the main menu, you can open a connection-specific incident by choosing the *Create incident* option in the *Action* dropdown. The *Create incident* form opens in a page. Please refer to the chapter *Overview – create account incident* for a picture example.

9.4 View incident

9.4.1 View all incidents

When you select *Start > View > Incidents* from the main menu, you are presented with the following page:



1. Depending on if you select *View open* or *View history* radio button, you will see a table of all open or historic incidents in your organization.
 - a. By default the open incidents are shown.
2. Incident type dropdown
 - a. Mobile
 - b. Fixed
 - c. Datanet
3. Status dropdown contains available statuses that open incidents can have

Status	Description	Comment
Sent	Temporary status given to Incident when Selfcare has submitted the incident report but yet not received verification that Tele2 Business has received it.	This status is only seen in Selfcare if there is a problem with the integration with Tele2 Business. Normally, the status is set to Assigned within seconds.
Assigned	Status given to Incident when Tele2 Business has confirmed that the incident report has been received.	Indicates to customer that the incident is still open and not yet processed Tele2 Business.
In progress	Normal status when Tele2 Business has started working on the resolution of the incident.	
Pending	Status given the incident Tele2 Business has asked the customer to provide more information for Tele2 Business to resolve the issue.	The customer contact will be contacted by Tele2 Business according to the preferred way of contact provided in the incident.
Resolved	Status given the incident when Tele2 Business considers the problem solved.	Indicates that Tele2 Business no longer works on the problem as it is considered fixed.
Closed	Status given the incident when Tele2 Business indicates that the incident has been closed.	Resolved incidents are automatically closed after a specific set of hours, unless the incident has been reopened again.
Cancelled	Status given the incident if Tele2 Business verifies that there is no problem to resolve.	

4. Date range filters will filter on the *Report date* column
 - a. Calendar pop-ins provided
 - b. Normal date validation as done in rest of Selfcare
5. All columns are sortable except *Details*
6. Link in *Incident ID* column opens the incident details in a box
7. Link in *ID column* opens the details page for the associated account, subscription or connection
8. *View* button in *Details* column opens the incident details in a box

9.4.2 View incident details

Incident details are always displayed in a box:

Incident ID 5764 (Status: Assigned)

Product: Mobile

Select incident type:

- ☒ Dropped call
- ☐ Poor call quality
- ☐ Cannot connect to data service
- ☐ Slow data service speed
- ☐ SMS
- ☐ MMS
- ☐ MEX
- ☐ Mobile internet
- ☐ Other

Incident priority:

- ☐ Critical
- ☐ High
- ☒ Medium
- ☐ Low

Is the incident related to a location?

☒ Yes ☐ No

Incident location: Sveasågen

Are other users affected by the same incident?

☐ Yes ☒ No

Affected mobile phone number

Affected phone number: 0707254013

Resolution time from Tele2:

Resolution description from Tele2

When did the incident occur:

12 February

Describe the incident:

The call dropped. I called again and it dropped again after 1 minute.

Example

Provide information about when a problem occurred:

Calling number: 123456

Called number: 234567

Date: 2013-03-12

Time: 12:00

Contact details

Contact name:

Contact phone number:

Contact email address:

Preferred type of contact:

☒ Phone ☐ SMS ☐ Email

1. All details you provided when you created the incident are displayed
 - a. The message entered by the Business Customer Support agent when they have closed/rejected the incident will also be displayed

10

Subscriptions

10.1 Subscription list

10.2 Subscription details

10 Subscriptions

When you select *View > Subscriptions* from the main menu, two options displays:

1. A subscription list view
2. A detailed subscription view (accessed by the *View* button for a specific subscription)

You can drill down into any single subscriptions details from this view, perform actions on any single subscription or perform bulk actions on a selection of subscriptions you choose.

10.1 Subscription list

Depending on how you entered the view, filters may already be turned on. For example, if you have clicked *Mobile* in the *Accounts, subscriptions & connections* pane in the dashboard, the filter is already set for type *Mobile*.

TELE2 Business

Overview View Create Shortcuts My account Logout

Start > View > Subscriptions

Subscriptions 1-25 of 750 Add as shortcut

Not all results are displayed
The results matching your search exceed the maximum displayable. Please filter the results if you can not find what you are looking for.

Filter: All types All accounts All price plans View in Excel

Groups: All groups

Jump to subscription: Go

Number of results per page: 25 Next Last

Type	ID	Name	Account name	Groups	Price plan	Actions	Details
------	----	------	--------------	--------	------------	---------	---------

This page contains:

1. You have 4 options to filter the result in the table. Once a selection is made in one of the dropdown boxes, the page refreshes with results (that is each one auto-submits)
 - a. Type
 - i. Can be *Mobile*, *Fixed* or *Telematic*

- b. Accounts
 - i. Lists all accounts that you have access to and are of the type specified in the preceding *Type* filter (if specified)
- c. Groups
 - i. Lists all groups (in the format *Department:Sales*) in your company
- d. Price plan
 - i. List of unique price plans of all subscriptions you have access to
- 2. Quick search – Jump to subscription
 - a. Phone number
 - i. Jumps to the specific phone number in the list and opens up the detailed view of the subscription
- 3. Filter results table
 - a. *Select all* checkbox selects/deselects all subscriptions in the current filter selection
 - b. Type
 - i. *Mobile, Fixed* or *Telematic*
 - c. ID
 - i. The mobile or fixed phone number
 - ii. A link that when clicked on opens *View > Subscriptions > 070 123 4567* page
 - d. Name
 - i. For mobile subscriptions the name comes from the mobile subscription
 - ii. For fixed subscriptions the name comes from the account name, or may be empty
 - e. Account
 - i. Account name, or if there is none, then account number
 - ii. A link that when clicked on, takes you to the *View > Account > 123456* account details page
 - 1. If you do not have access to the account, then an error is displayed on this page explaining this
 - f. Groups
 - i. Comma separated list of all groups the subscription belongs to
 - ii. If you have read/write access to groups, each item will be a link that takes you to the *View > Groups > Department:Sales* page with the subscriptions tab selected

- g. Price plan
 - i. Each subscription's price plan
- h. Actions († indicates option only available if user has the read/write permission granted)
 - i. Create incident †
 - 1. Opens a *Create incident* page, with this subscription's details pre-populated
 - ii. Create order †
 - 1. Opens a *Create order* page, with this subscription's details pre-populated
 - iii. Create change †
 - 1. Opens a *Create change* page, with this subscription's details pre-populated
 - iv. Create service request †
 - 1. Opens a *Create service request* page, with this subscription's details pre-populated
 - v. Create report
 - 1. Goes to the *Create > Report* page for subscriptions
 - vi. Edit groups †
 - 1. Goes to the *Create > Add to group > Edit groups* page for this subscription
 - vii. View add-on services
 - 1. Goes to the *View > Subscription > 070 123 4567* page with the add-on services tab selected
 - viii. View invoices †
 - 1. Goes to the *View > Subscription > 070 123 4567* page with the invoices tab selected
 - ix. View incidents
 - 1. Goes to the *View > Subscription > 070 123 4567* page with the incidents tab selected
 - x. View orders †
 - 1. Goes to the *View > Subscription > 070 123 4567* page with the orders, changes & service requests tab selected
 - xi. View changes †
 - 1. Goes to the *View > Subscription > 070 123 4567* page with the orders, changes & service requests tab selected

xii. View service requests †

1. Goes to the *View > Subscription > 070 123 4567* page with the orders, changes & service requests tab selected

i. Details

- i. View button that takes you to the *View > Subscription > 070 123 4567* page with default tab (add-on services) selected

10.2 Subscription details

The subscription details view displays all the relevant details about individual subscriptions. The view consists of two parts: a header area showing general information about the selected subscription, and a tab area showing specific details regarding:

1. Add-on services
2. Invoices
3. Incidents
4. Orders, changes & service requests

10.2.1 Header

This page contains:

1. The title of the header is the subscription number followed by the first and last names associated with the subscription (blank if not found)
2. Groups
 - a. A comma separated list of groups the subscription has been assigned to
3. Edit button
 - a. When clicked, takes you to the *Create > Add to group > View and edit groups* page for this subscription
4. Account
 - a. The account number and account name (if found) for the account to which the subscription belongs

5. Details section

- a. Current subscription
 - i. The current price plan for the subscription
- b. Binding period
- c. View agreement link that
 - i. When clicked, takes you to the *View > Files* page
 - ii. If you do not have read/write access to view agreements, this link will not be displayed
- d. Device model, IMEI-number, PUK-code and SIM-card fields
 - i. These rows are only available for mobile phones
- e. Action dropdown
 - i. Same as those in the subscription list

10.2.2 Add-on services tab

Here you can see a subscription's add-on services and turn them on/off.



Name	Status
BlackBerry Internet Service	OFF
Samtalsflytt	OFF
Hemligt nummer	OFF
Mobila växeln	OFF
SMS-paket	OFF
Faxbrevlåda	OFF
Tvillingkort - Samtal	OFF
Tvillingkort - Surf	OFF
Tvillingkort - Samtal och Surf	OFF
Detaljredovisad faktura	OFF
Säkerhetspaket	OFF
Spårertjänst	OFF
Telefonsvarare med växelkoppling	OFF

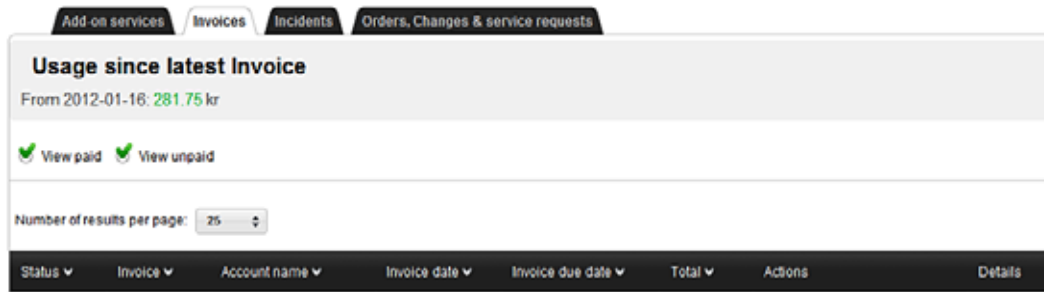
Submit change

This page contains:

1. Name
 - a. A list of add-on services active on the subscription, as well as those available to be activated
2. Status
 - a. Here you can turn on and off different add-on services, and submit the changes by clicking *Submit change*
 - b. When the change is submitted, you will be informed via a success message that a change has been created and sent to Tele2 Business for action
 - i. Note! The processing of the change request may take several days. As a result, the add-on services tab page will not immediately reflect the changes you have requested when reopened. Only when the change has been completed by Tele2 Business will the add-on services you have changed be visible in this page

10.2.3 Invoices tab

Here you can review invoices in which the subscription was billed. You can also download the invoice PDF file in this tab.



This page contains:

1. Usage since latest invoice
 - a. The most recent (unbilled) amount for this phone is displayed along with the last billed date
2. Exclamation mark
 - a. The tab label is highlighted with an exclamation mark if there are one or many unpaid overdue invoices listed in the tab

The details of the paid and unpaid invoices are shown. Please refer to the chapter *Invoices* for further information about review invoices details.

10.2.4 Incidents tab

Here is an overview presented of the incidents that have been created on the subscription. You can also create a new incident report from this tab as well open and review specific incidents.



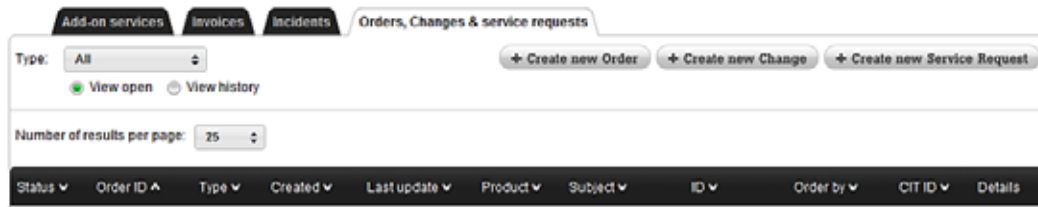
This page contains:

1. Create new incident report button
 - a. This opens the *Create incident* page with the subscription details pre-populated
2. Radio buttons to choose whether to view open or historic incidents
 - a. View open (default)
 - i. Shows all incidents that have a state that is not *Cancelled*, *Closed*, or *Resolved*
 - b. View history
 - i. Shows all order/change/service request's that have a state that is *Cancelled*, *Closed*, or *Resolved*

The details of the open and historic tables with incidents in detailed in the incidents section of the manual.

10.2.5 Orders, changes & service requests tab

Here is an overview of the orders, changes and service requests that have been created on the subscription. You can create a new order, change or service request from this tab, as well open and review specific orders changes and service requests.



This page contains:

1. Exclamation mark
 - a. The tab label is highlighted with an exclamation mark if there are one or many orders, changes or service requests with the order status *Pending customer input*
2. Filter dropdown
 - a. Choose the results table to view:
 - i. All (orders, changes and service requests).
 - ii. Quotes
 - iii. Orders
 - iv. Changes
 - v. Service requests
3. Open and history radio buttons
 - a. Changes will auto-submit and load the open or historic orders, changes and service requests depending on your selection
4. +Create new order button
 - a. Opens page with subscription details pre-populated
5. +Create new change button
 - a. Opens page with subscription details pre-populated
6. +Create new service request button
 - a. Opens page with subscription details pre-populated

The details of the open and historic tables with orders changes and service requests are described in the order management section of the manual.

11

Accounts

11.1 Account list

11.2 Account details

11 Accounts

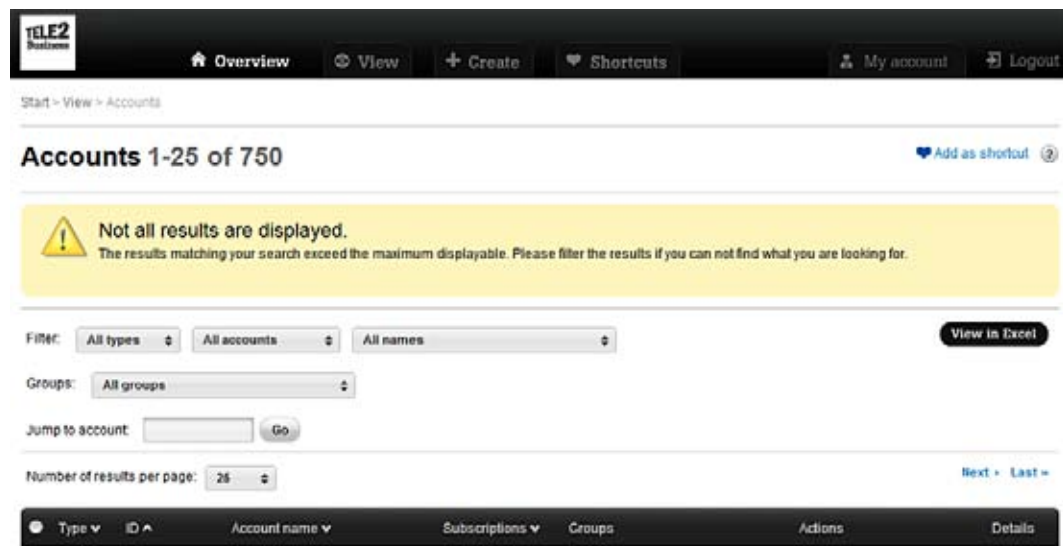
When you select *View > Accounts* from the main menu, two options displays:

1. An account list view
2. A detailed account view (accessed by the *View* button for a specific account)

You can drill down into any single account's details from this view, perform actions on any single account or perform bulk actions on a selection of accounts you choose.

11.1 Account list

Depending on how you entered the view, filters may already be turned on. For example, if you have clicked on a shortcut, the filter may already be set.



This page contains:

1. You have 4 options to filter the result in the table. Once a selection is made in one of the dropdown boxes, the page refreshes with results automatically
 - a. Type
 - i. Can only be *Mobile*, *Fixed* or *Datanet*
 - b. Accounts
 - i. Lists all account numbers that you have access to and are of the type specified in the preceding *Type* filter (if specified)

- c. Account names
 - i. Lists all unique account names that you have access to and are of the type specified in the preceding *Type* filter (if specified)
- d. Groups
 - i. Lists all groups (in the format *Department:Sales*) in your company
- 2. Quick search – Jump to account
 - a. Account number
 - i. Jumps to the specific account number in the list and opens the detailed account view
- 3. Filter results table
 - a. *Select all* checkbox selects/deselects all accounts in the current filter selection.
 - b. Type
 - i. *Fixed, Mobile or Data*
 - c. ID
 - i. The account number
 - ii. A link that when clicked on opens the *View > Accounts > 123456* account details page
 - d. Account name
 - i. The name associated with the account. Will be account number if none found
 - e. Subscriptions
 - i. The count of active subscriptions in the account
 - f. Groups
 - i. Comma separated list of all groups the account belongs to
 - ii. If you have read/write access to groups, each item will be a link that takes you to the *View > Groups > Department:Sales* page with the accounts tab selected
 - g. Actions († indicates option only available if you have read/write permission granted)
 - i. Create incident †
 - 1. Opens a *Create incident* page, with this account's details pre-populated
 - ii. Create order †
 - 1. Opens a *Create order* page, with this account's details pre-populated

- iii. Create change †
 - 1. Opens a *Create change* page, with this account's details pre-populated
- iv. Create service request †
 - 1. Opens a *Create service request* page, with this account's details pre-populated
- v. Create report
 - 1. Goes to the *Create > Report* page for accounts with this account selected as report criteria
- vi. Edit groups †
 - 1. Goes to the *Create > Add to group > View and edit groups* page for this account
- vii. View services
 - 1. Goes to the *View > Account > 123456* account detail page with the services tab selected
- viii. View subscriptions
 - 1. Goes to the *View > Account > 123456* page with the subscriptions tab selected
- ix. View invoices †
 - 1. Goes to the *View > Account > 123456* page with the invoices tab selected
- x. View incidents †
 - 1. Goes to the *View > Account > 123456* page with the incidents tab selected
- xi. View Orders †
 - 1. Goes to the *View > Account > 123456* page with the orders, changes & service requests tab selected
- xii. View Changes †
 - 1. Goes to the *View > Account > 123456* page with the orders, changes & service requests tab selected
- xiii. View service requests †
 - 1. Goes to the *View > Account > 123456* page with the orders, changes & service requests tab selected
- h. Details
 - i. View button that takes you to the *View > Account > 123456* page with default tab (subscriptions) selected

11.2 Account details

The account details view displays all the relevant details about individual accounts. The view consists of two parts: a header area showing general information about the selected account, and a tab area showing specific details regarding:

1. Add-on services
2. Subscriptions
3. Invoices
4. Incidents
5. Orders, changes & service requests

11.2.1 Header

This page contains:

1. The title of the section will be the account name followed by the account number (blank if not found)
2. Groups
 - a. A comma separated list of groups the account has been assigned to
3. Edit groups button
 - a. When clicked, takes you to the *Create > Add to group > View and edit groups* page for this account
4. Subscriptions
 - a. A count of active subscriptions in the account

5. Invoice address will contain the billing address details obtained from the staging database
 - a. Name
 - b. c/o
 - c. Address
 - d. City
6. Action dropdown
 - a. Same as those in the account list

11.2.2 Add-on services tab

Here is a list of all relevant add-on services currently active on the account.



Here you can see name of the active services on the account and how many instances there are of each service type. Please note that the types of add-on services on accounts differ from the add-on services on connections.

11.2.3 Subscriptions tab

Here you can see a list of the subscriptions that are on the account. It will allow you to open subscription details and examine the subscription more closely.

Except for some missing fields in the header, and the *Account name column* in the results table, this page functions the same as specified in the *Subscriptions* list section of the manual.

11.2.4 Invoices tab

Here you can review invoices in which the account was billed. You can also download the invoice PDF file in this tab.

The page has the following content:

1. Exclamation mark
 - a. The tab label is highlighted with an exclamation mark if there are one or many unpaid overdue invoices listed in the tab.

The details of the paid and unpaid tables are described as in the *Invoices* section of the manual. For example pictures, please refer to the chapter *Subscriptions details*.

11.2.5 Incidents tab

Here you find an overview of the incidents that have been created on the account. You can also create a new incident report from this tab as well as open and review specific incidents. For example pictures, please refer to the chapter *Subscriptions details*.

This page contains:

1. *+Create* incident button
 - a. Opens the *Create incident* page with the account details pre-populated
2. Open and history radio buttons
 - a. View open (default)
 - i. Shows all incidents that have a state that is not *Cancelled*, *Closed*, or *Resolved*
 - b. View history
 - i. Shows all order/change/service requests that have a state that is *Cancelled*, *Closed*, or *Resolved*

For example pictures, please refer to the chapter *Subscriptions details*. For more detailed information, please refer to the chapter *Incidents*.

11.2.6 Orders, changes & service requests tab

Here you find an overview of the orders, changes and service requests that have been created on the account. You can also create a new order, change or service request from this tab as well as open and review specific orders changes and service requests.

For example pictures, please refer to the chapter *Subscriptions details*.

This page contains:

1. Exclamation mark
 - a. The tab label is highlighted with an exclamation mark if there are one or many orders, changes or service requests with the status of *Pending customer input* or *Pending customer approval*
2. Filter dropdown
 - a. Choose the results table to view:
 - i. All (orders, changes and service requests)
 - ii. Quotes
 - iii. Orders
 - iv. Changes
 - v. Service requests
3. Open and history radio buttons
 - a. Changes will automatically load the open or historic orders, changes and service requests depending on your selection
4. +Create new order button
 - a. Opens page with subscription details pre-populated
5. +Create new change button
 - a. Opens page with subscription details pre-populated
6. +Create new service request button
 - a. Opens page with subscription details pre-populated

The details of the open and historic tables with orders changes and service requests are described in the *Order management* section of the manual.

12

Invoices

12.1 Invoice list

12 Invoices

When you select *View > Invoices* from the main menu option consists of two views:

1. An invoice list view
2. A detailed invoice view (accessed by the *View* button for a specific invoice)

From the invoice list you can view any individual invoice.

12.1 Invoice list

This page contains:

1. Filters
 - a. You have 4 options to filter the results in the table. Once a selection is made in one of the dropdown boxes, the page refreshes with the results
 - i. Accounts
 1. Lists all account numbers that you have access to
 - ii. Status
 1. Paid
 2. Unpaid
 3. Overdue
 - iii. Groups
 1. Lists all groups (in the format *Department:Sales*) in your company

- iv. Date range for invoice period
 - 1. Start date
 - 2. End date
- 2. Filter results table
 - a. Select all checkbox
 - i. Selects/deselects all accounts in the current filter selection
 - b. Status
 - i. Payment status for invoices
 - c. Invoice number
 - i. Link that leads to *View > Invoices > 123456* overview page
 - d. Account name
 - i. The name associated with the account. Will be account number if none found
 - ii. Link that leads to *View > Accounts > 123456*
 - e. Invoice date
 - f. Due date
 - g. Total
 - i. Total amount on invoice excluding VAT
 - h. Actions († indicates option only available if read/write permission granted)
 - i. Create change †
 - 1. Opens a *Create change* page, with this account's details pre-populated
 - ii. Create service request †
 - 1. Opens a *Create service request* page, with this account's details pre-populated
 - iii. Download PDF invoice
 - 1. Downloads the PDF file directly
 - i. Details
 - i. View button that takes you to *View > Invoice > 123456*

13

Connections

13.1 Connections list

13.2 Connection details

13 Connections

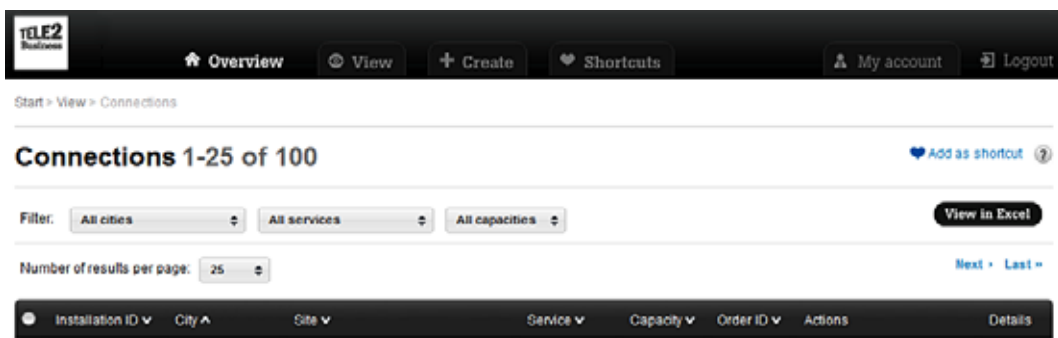
When you select *View > Connections* from the main menu, two options displays:

1. A connections list view
2. A detailed connection view (accessed by the *View* button for a specific connection)

You can drill down into any single connections details from this view, perform actions on any single connection or perform bulk actions on a selection of connection you choose.

13.1 Connections list

When you select the *View > Connections* from the main menu, or link to the connections page from the dashboard, the system displays the following page with a list of all connections available for your organization.



This page contains:

1. You have 3 options to filter the results in the table. Once a selection is made in one of the dropdown boxes, the page refreshes with results
 - a. City
 - i. Lists all cities where you have sites
 - b. Service
 - i. Lists all services you have
 - c. Capacity
 - i. Lists all capacity values you have

2. Filter results table

- a. *Select all* checkbox selects/deselects all connections in the current filter selection
- b. Installation ID
 - i. The installation ID of the connection
 - ii. A link that, when clicked, opens the *View > Connection > 123456* page
- c. City
- d. Site address *
 - i. If a known name has been provided, this will be replaced with the known name
 - ii. If no known name has been provided, this will show the first address line
- e. Service
- f. Capacity
- g. Order ID
- h. Actions († indicates option only available if read/write permission granted)
 - i. Create incident †
 - 1. Opens a *Create incident* page, with this connections details pre-populated
 - ii. Create change †
 - 1. Opens a *Create change* page, with this connections details pre-populated
 - iii. Create service request †
 - 1. Opens a *Create service request* page, with this connections details pre-populated
 - iv. View add-on services
 - 1. Goes to the *View > Connection > 123456* page with the *Add-on services* tab selected
 - v. View incidents
 - 1. Goes to the *View > Connection > 123456* page with the *Incidents* tab selected
 - vi. View changes
 - 1. Goes to the *View > Connection > 123456* page with the *Orders, changes & service requests* tab selected
 - vii. View service requests

1. Goes to the *View > Connection > 123456* page with the *Orders, changes & service requests* tab selected

viii. View contacts

1. Goes to the *View > Connection > 123456* page with the *Contacts* tab selected

j. Details

- i. View button that takes you to the *View > Connection > 123456* page with default tab (Add-on services) selected.

13.2 Connection details

The connection details view displays all the relevant details about individual connections. The view consists of two parts: a header area showing general information about the selected connection, and a tab area showing specific details regarding:

1. Add-on Services
2. Incidents
3. Orders, changes & service requests
4. Contacts

13.2.1 Header

Connection		Details
Service:	IP Port	Equipment: CISCO RAD2M3
Site:	GV5HQ (A89) Edit	SLA: Standard
Site address:	TELE2 SVERIGE AB, GV5HQ (A89) BORLANGE	
Order ID:	161522	
		Action: Choose action...

This page contains:

1. Service
2. Site
 - a. If a known name has been provided, this will be replaced with the known name
 - b. If no known name has been provided, this will show the first address line
 - c. *Edit* button next to the site where you can add or modify the name
3. Site address

4. Order ID
5. Equipment
6. SLA
7. Capacity
8. Action dropdown
 - a. Same as those in the connections list

13.2.2 Add-on services tab

Here you find the add-on services for the connection.

13.2.3 Incidents tab

Here is an overview of the incidents that have been created on the connection. You can also create a new incident report from this tab as well open and review specific incidents.



1. *+Create incident* button
 - a. This opens the *Create incident* page with the connection details pre-populated

The details of the open and historic tables with incidents are detailed in the *Incidents* section of the manual.

13.2.4 Orders, changes & service requests tab

The purpose of the *Orders, changes & service requests* tab is to give you an overview of the orders, changes and service requests that have been created on the connection. You can also create a new change or service request from this tab as well as open and review specific changes and service requests.

1. Exclamation mark
 - a. The tab label is highlighted with an exclamation mark if there are one or many orders, changes or service requests with the status *Pending customer input*
2. Filter dropdown
 - a. All types (orders, changes and service requests)
 - i. Default
 - b. Quotes
 - c. Orders
 - d. Changes
 - e. Service requests
3. *View open* or *View history* radio buttons
 - a. Changes will load the open or historic orders, changes and service requests depending on your selection
4. There are 3 buttons to allow you to:
 - a. *+Create new order*
 - i. Opens page with connection details pre-populated
 - b. *+Create new change*
 - i. Opens page with connection details pre-populated
 - c. *+Create new service request*
 - i. Opens page with connection details pre-populated
5. Paging links are enabled for the results table

The details of the open and historic tables with orders changes and service requests are detailed in the *Order management* section of the manual.

13.2.5 Contacts tab

Here you find the contact information for the contact person(s) for the connection. There can be multiple contact persons for a single connection.

14

Performance

14.1 View > Performance
14.2 Performance details

14 Performance

14.1 View performance

Here you will find an overview over installed services with the traffic statistics service implemented. You can add a filter to find the service of interest, the filter options are:

1. City
 - a. Lists all cities where you have sites
2. Service
 - a. Lists all services you have

For each service in the list you can access a more detailed view of the service by clicking *View* in the *Details* column.

14.1.1 List tab

This page contains:

Start > View > Performances

Performances 1-4 of 4 [Add as shortcut](#)

Filter: All cities All services [View in Excel](#)

List **Datagrid**

Number of results per page: 25

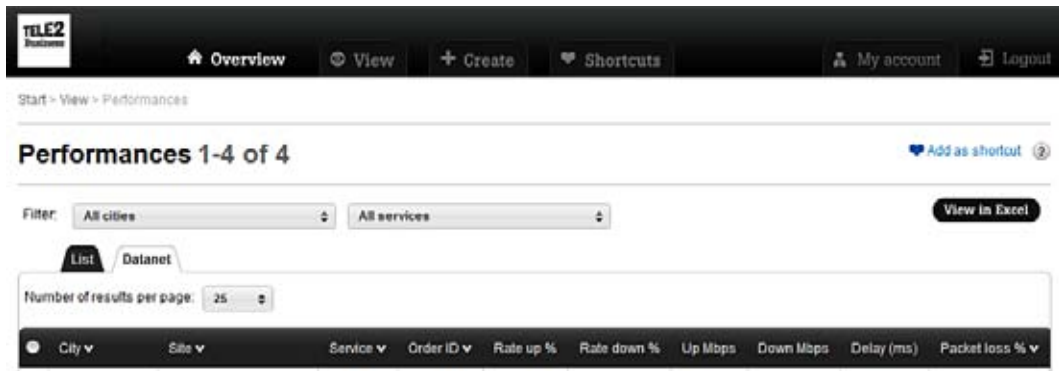
City	Site	Service	Order ID	Actions	Details
KISTA	KISTA CENTRUM	IP Port	225670	Choose action...	View

1. Table

- a. City
- b. Site
- c. Service
- d. Order ID
- e. Actions († indicates option only available if read/write permission granted)
 - i. Create incident †
 1. Opens a *Create incident* page, with this connections details pre-populated
 - ii. Create order †
 - iii. Create change †
 - iv. Create service request †
 - v. View usage
 - vi. View incidents
 - vii. View changes
 - viii. View service requests
- f. Details
 - i. See section 14.2

14.1.2 Datanet tab

The datanet tab gives you an overview of the performance/capacity usage packet loss and delay for each site.



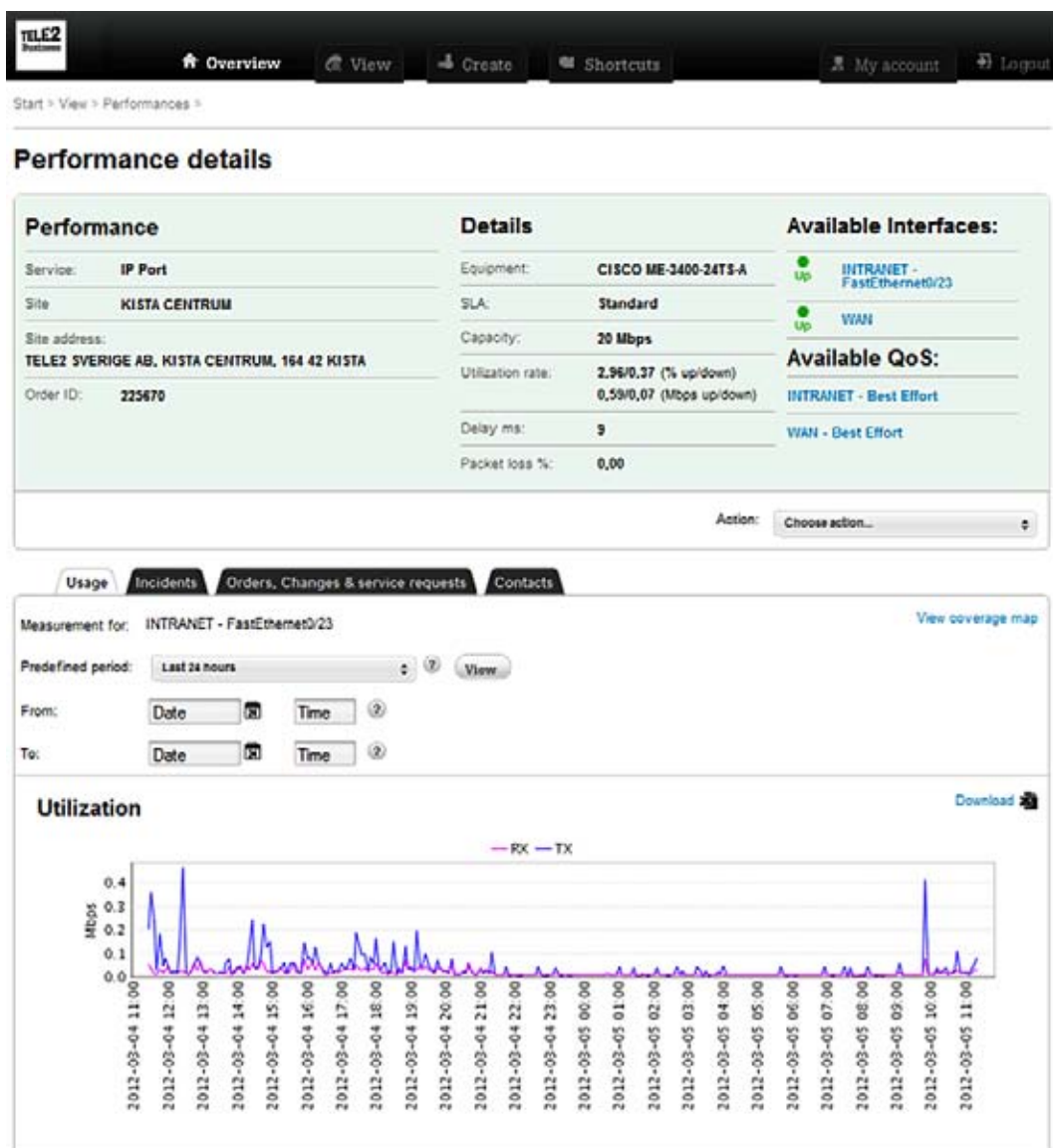
This page contains:

1. Table
 - a. City
 - b. Site
 - c. Service
 - d. Order ID
 - e. Rate up
 - i. Percentage of bought upload capacity used
 - f. Rate down
 - i. Percentage of bought download capacity used
 - g. Up Mbps
 - i. Actual upload used
 - h. Down Mbps
 - i. Actual download used
 - i. Delay (ms)
 - i. Actual delay for the connection
 - j. Packet loss

- i. Actual packet loss in procent for the connection
- k. Actions
 - i. See list tab
 - l. Details
 - i. Please refer to the chapter Performance details

14.2 Performance details

When you select *View* under *Details* that is displayed for each connection/site, a detailed view of the connection appears:



In this section, you will in summary find:

1. Order ID for the connection
2. Customer equipment installed at the customer premises
3. SLA level for the connection
4. Capacity implemented for the connection
5. Interfaces on the CPE on which the measurement are being made
6. If QoS is implemented, the different classes are shown and you are able to access each class to get data regarding Jitter, Packet loss and delay

15

Disturbances

15.1 View > Disturbances

15 Disturbances

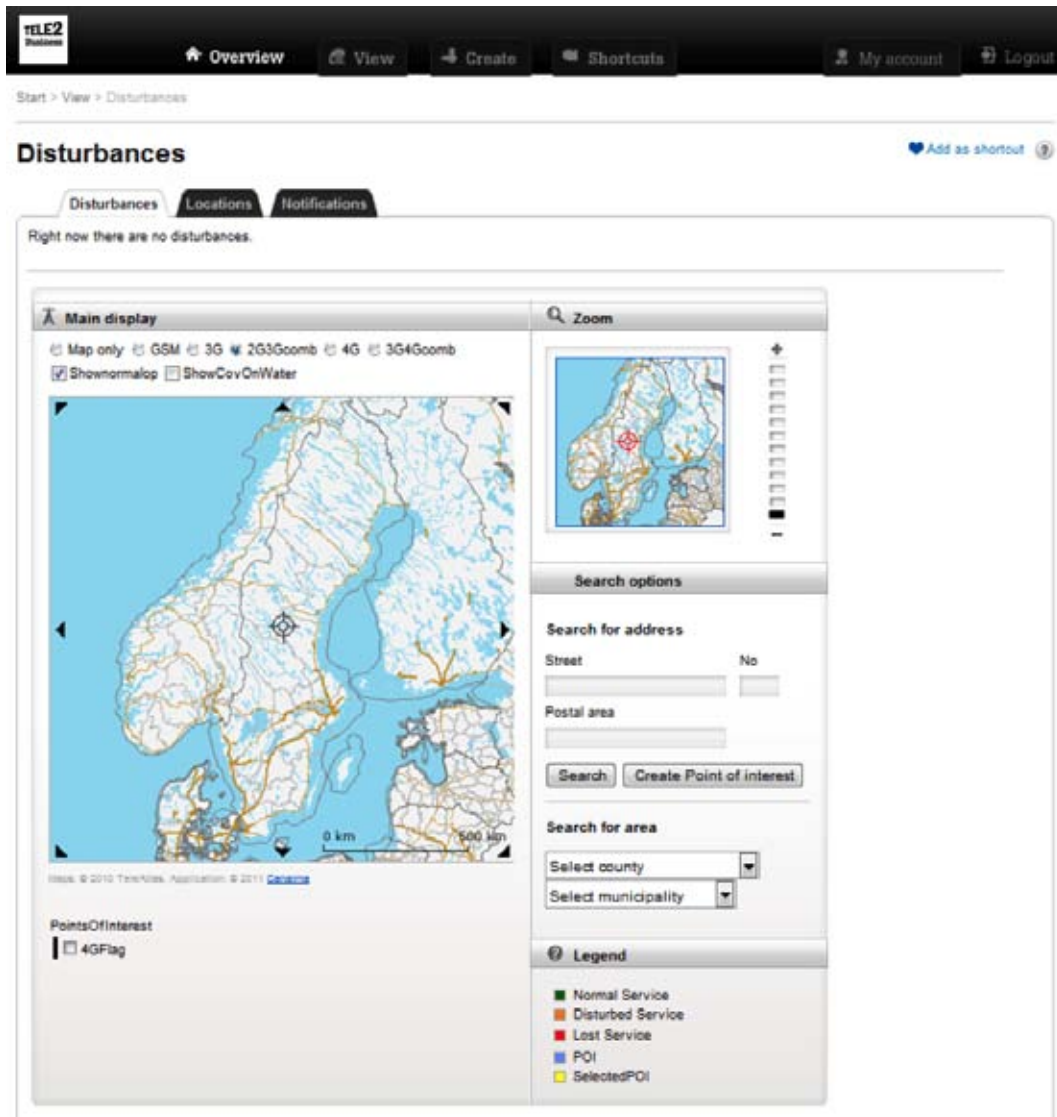
Here you will find information about current disturbances and problems in the mobile network. For example, it could be a base station that doesn't work properly making phone calls break up.

This functionality is divided into three parts:

1. Disturbances tab
 - a. Displays information about active and old disturbances
2. Location tab
 - a. Handles locations that user has special interest in
3. Notification tab
 - a. Let the user configure notifications and be notified by SMS or email when any of the configured *Point of interests* has a disturbance

15.1 View disturbances

When you select *View > Disturbances* from the main menu, the system displays the following page:

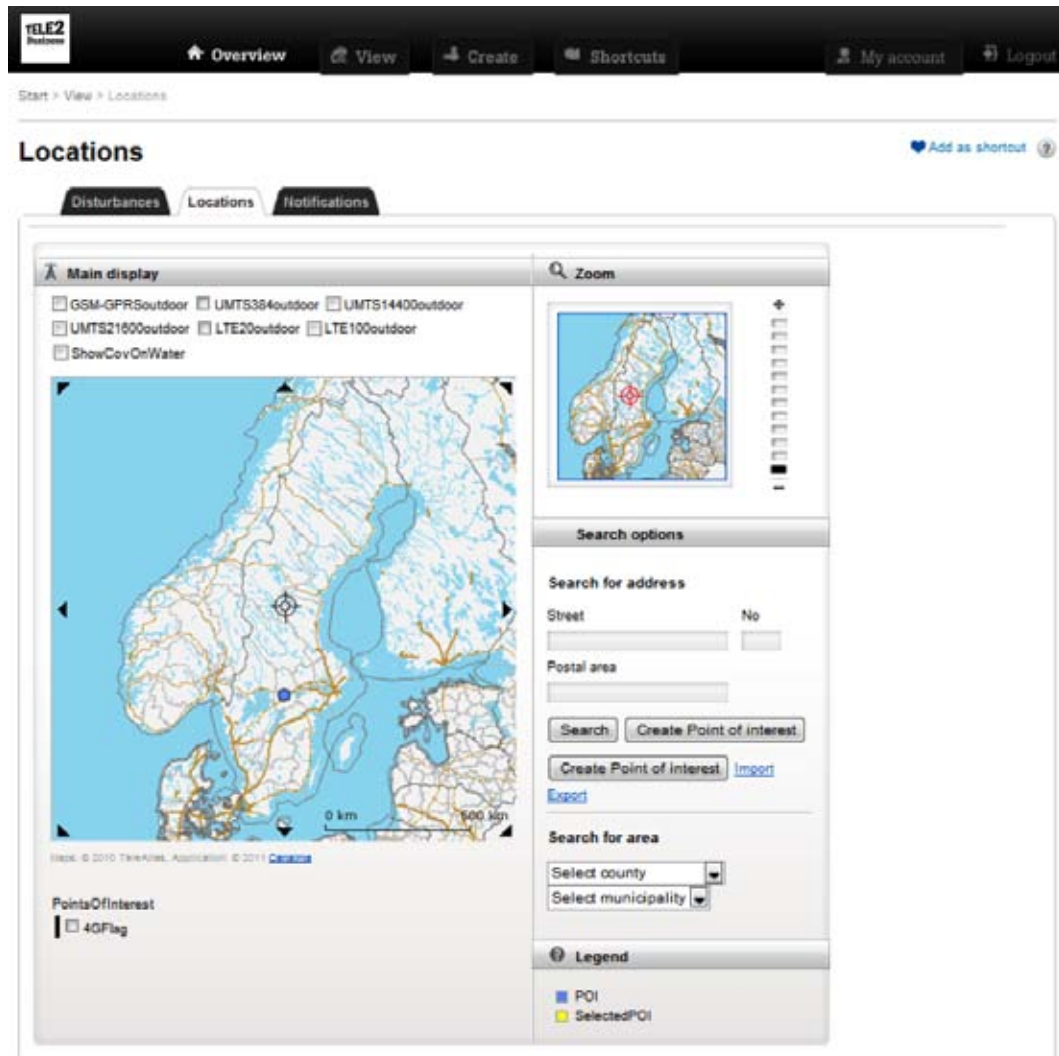


This page contains:

1. Tabs for Disturbances, Locations, Notifications

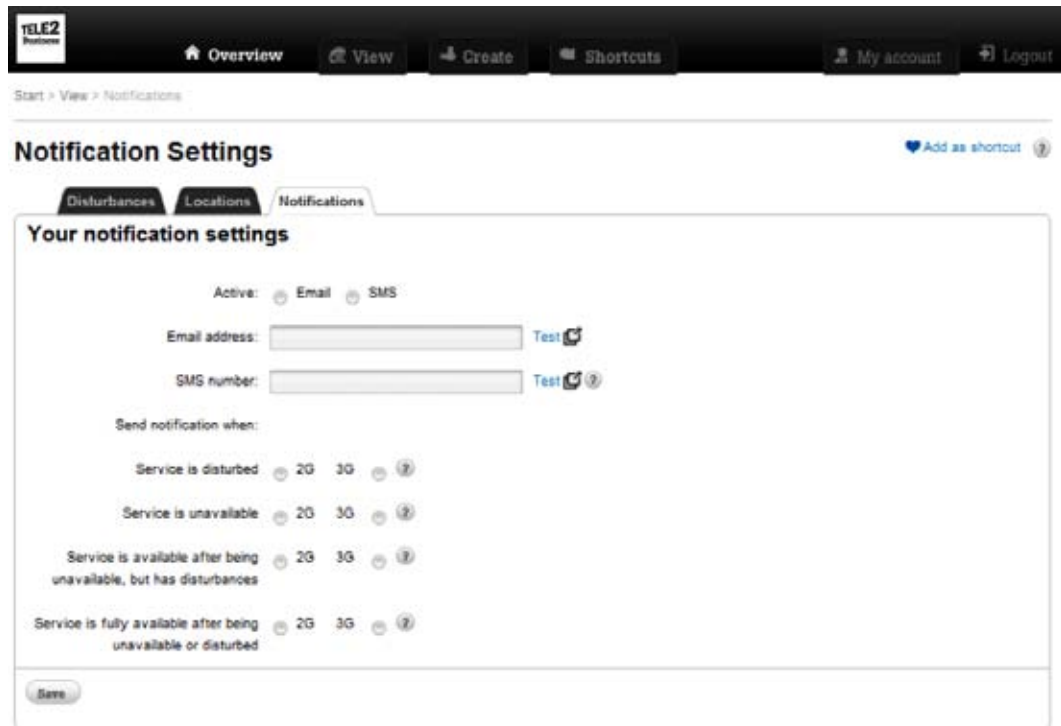
15.1.1 View disturbances locations

When you click on the locations tab, the system displays the following page:



15.1.2 View disturbances notifications

When you click on the notifications tab, the system displays the following page:



The screenshot shows the 'Notification Settings' page in the TELE2 Business interface. The page has a dark header with the TELE2 Business logo and navigation links: Overview, View, Create, Shortcuts, My account, and Logout. Below the header, there is a breadcrumb trail: Start > View > Notifications. The main title is 'Notification Settings' with a link to 'Add as shortcut'. There are three tabs: Disturbances, Locations, and Notifications, with 'Notifications' being the active tab. The section is titled 'Your notification settings'. It includes an 'Active' section with radio buttons for 'Email' and 'SMS'. Below this are input fields for 'Email address' and 'SMS number', each with a 'Test' button and a help icon. The 'Send notification when' section has four rows, each with a radio button and two options: 'Service is disturbed', 'Service is unavailable', 'Service is available after being unavailable, but has disturbances', and 'Service is fully available after being unavailable or disturbed'. Each row has radio buttons for '2G' and '3G' and a help icon. At the bottom, there is a 'Save' button.

TELE2 Business

Overview View Create Shortcuts My account Logout

Start > View > Notifications

Notification Settings

[Add as shortcut](#)

Disturbances Locations **Notifications**

Your notification settings

Active: ☒ Email ☐ SMS

Email address: [Test](#)

SMS number: [Test](#)

Send notification when:

Service is disturbed ☐ 2G ☐ 3G

Service is unavailable ☐ 2G ☐ 3G

Service is available after being unavailable, but has disturbances ☐ 2G ☐ 3G

Service is fully available after being unavailable or disturbed ☐ 2G ☐ 3G

[Save](#)

16

Manage telematics

16.1 View > Manage Telematics

16 Telematics

Telematics is a specific type of mobile subscription. It is for example used in vending machines and other electronic devices that must be able to send or receive SMS. Users with the telematics service can view current telematics subscriptions and also order and activate new subscriptions here.

16.1 View telematics

When you select *View > Telematics* from the main menu, the system displays the following page:



This page contains:

1. Filter option
 - a. Unbilled amount
2. Order SIMs link
3. Activate new SIM link
4. Table
 - a. Phone number
 - b. Account number
 - c. Phone name
 - d. Unbilled amount (SEK exc VAT)
 - e. Actions
 - i. Request deactivation

17

Reports

- 17.1 Create report, step 1
 - 17.2 Create report, step 2
 - 17.3 Create report, view report
-

17 Reports

With Selfcare you can create some reports based on accounts or subscriptions, for example *Category spending by account* or *Highest spending by subscription*.

17.1 Create report, step 1

When you select *Create > Report* from the main menu, the system displays pages for selecting the accounts and subscriptions that you have access to. On this page you can use the tabs to select the accounts or subscriptions on which you want to report.

On the accounts and subscriptions tabs you can select individual accounts or subscriptions to report on (these pages are very similar).

Start > Create > Report

Create a report

♥ Add as shortcut ?

Warning: Not all results are displayed. The results matching your search exceed the maximum displayable. Please add a filter.

Accounts **Subscriptions**

1. Select all accounts you want to have in your report.

Filter: All groups

Number of results per page: 25

Next > Last >

Account number	Account name	Subscriptions	Groups
----------------	--------------	---------------	--------

This page contains:

1. Filter options
 - a. Filter on groups
2. Table
 - a. Check boxes
 - b. Subscription number (subscription tab only)
 - c. Subscription name (subscription tab only)
 - d. Account number (accounts tab only)
 - e. Account name (accounts tab only)

- f. Subscriptions (accounts tab only)
- g. Groups
- 3. Next button

17.2 Create report, step 2

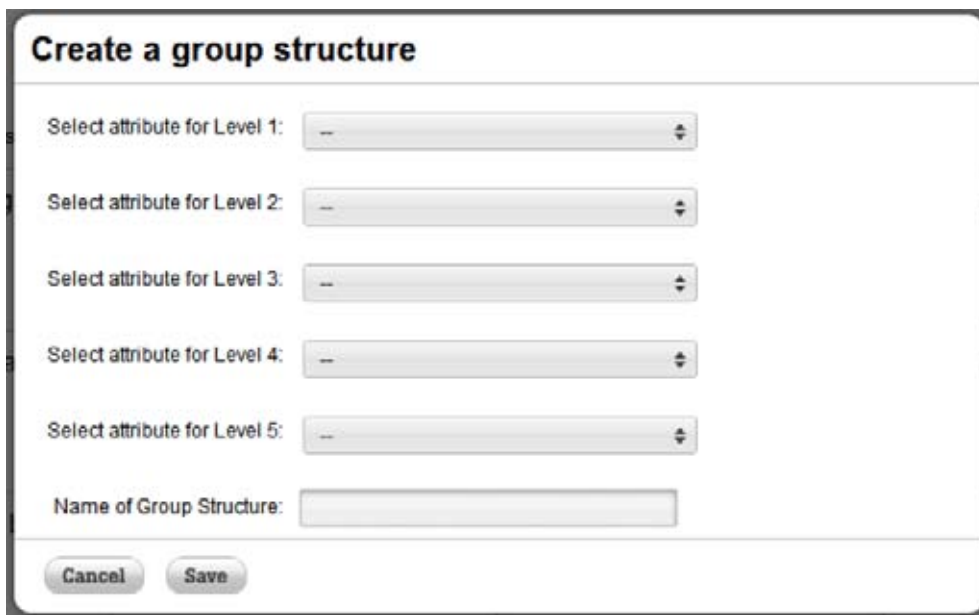
When you click the *Next* button at the bottom of the page on any of the previous pages, the system displays the report selection page. This page contains:

- 1. Link to selected objects
 - a. Only one of these two types of object will be listed here
 - i. X accounts selected
 - ii. X subscriptions selected
- 2. Period selection
- 3. Group structure
 - a. Only used by *Category* reports
- 4. Report selection
 - a. Available reports for accounts
 - i. Category spending by account
 - ii. Account billing overview
 - iii. Account billing details
 - iv. Account billing trend
 - v. Invoice billing details
 - b. Available reports for subscriptions
 - i. Category spending by subscription
 - ii. Subscription billing overview
 - iii. Subscription billing trend
 - iv. Subscription call details
 - v. Most expensive calls
 - vi. Longest calls
 - vii. Most frequently called numbers
 - viii. Most frequently called destinations
 - ix. Highest spending by subscription
 - x. Highest spending subscriptions by call type

- xi. Usage analysis
- c. Selecting a report generates the report
- 5. Back button
 - a. Links back to step 1

17.2.1 Group structure

Clicking on the *Create* link, the system displays the following box, for selecting the group category you want to use at each level of the report.



Create a group structure

Select attribute for Level 1:

Select attribute for Level 2:

Select attribute for Level 3:

Select attribute for Level 4:

Select attribute for Level 5:

Name of Group Structure:

If you have already created a group structure, you can also click on the *Change* link (only appears if a group structure has been created), and the system displays the following box for choosing a group structure to change.



Report on group structure

Group structure ▼	Actions
Group struct. 1	Select Edit Delete
Group structure	Select Edit Delete

17.3 Create report, view report

When you select a report to review, the system retrieves the required data and displays the report.

This page contains:

1. Report result section contains the following
 - a. Table with report details
 - b. Chart with report data, if applicable
 - c. Download in Excel link
 - i. Downloads CSV version of report
 - d. View all columns link, if applicable
 - e. Printer friendly link

17.3.1 Report examples

The following are some examples of reports:

1. Accounts
 - a. Category spending by account
 - b. Account billing overview
 - c. Account billing details
 - d. Account billing trend
2. Subscription
 - a. Category spending by subscription
 - b. Subscription billing overview
 - c. Subscription billing trend
 - d. Subscription call details
 - e. Most expensive calls
 - f. Longest calls
 - g. Most frequently called numbers
 - h. Highest spending by subscription
 - i. Usage analysis



18

Files

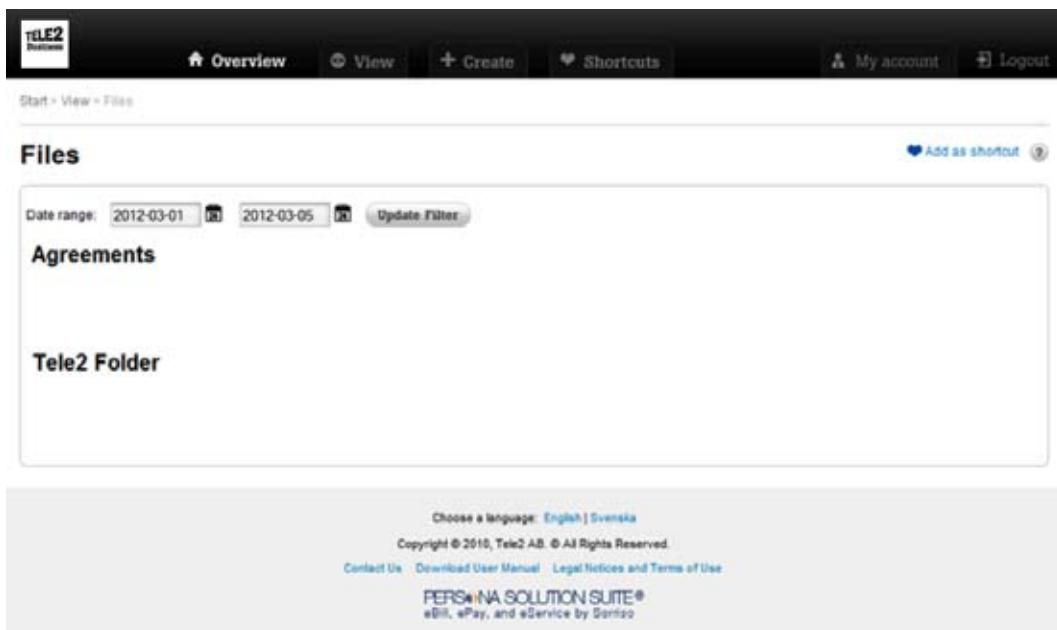
18.1 [View files](#)

18 Files

Tele2 Business can share files with you on this area. Please note that it is currently not possible for you to upload your own documents here.

18.1 View files

When you select *View > Files* from the main menu, the system displays the following page:



This page contains:

1. Filter options
 - a. Date range
2. Agreements
3. Tele2 Business folder

